

The Government of Canada at your service

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in Ontario

Canada

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in Ontario



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The Government of Canada at your service

The Government of Canada is at your service in Ontario in many ways.

The federal government administers Family Allowance and Unemployment Insurance programs. It shares the cost of education and health services with the province, and contributes to regional industrial and economic development.

The Government of Canada assists farmers through the Farm Credit Corporation, Crop Insurance and the Prairie Farm Rehabilitation Administration, and other agencies.

This guide offers advice on how to gain access to the wide range of services offered by the federal government.

Programs and services have been grouped by themes that correspond to particular needs and activities, and are listed in the table of contents.

The list of services in this guide is not exhaustive and programs may change from time to time. You are encouraged to obtain more detailed information from federal government offices in your region, or from the federal information services listed at the end of this publication. You may order other publications that describe Canadian government programs and services. Some of these are listed at the end of this booklet.



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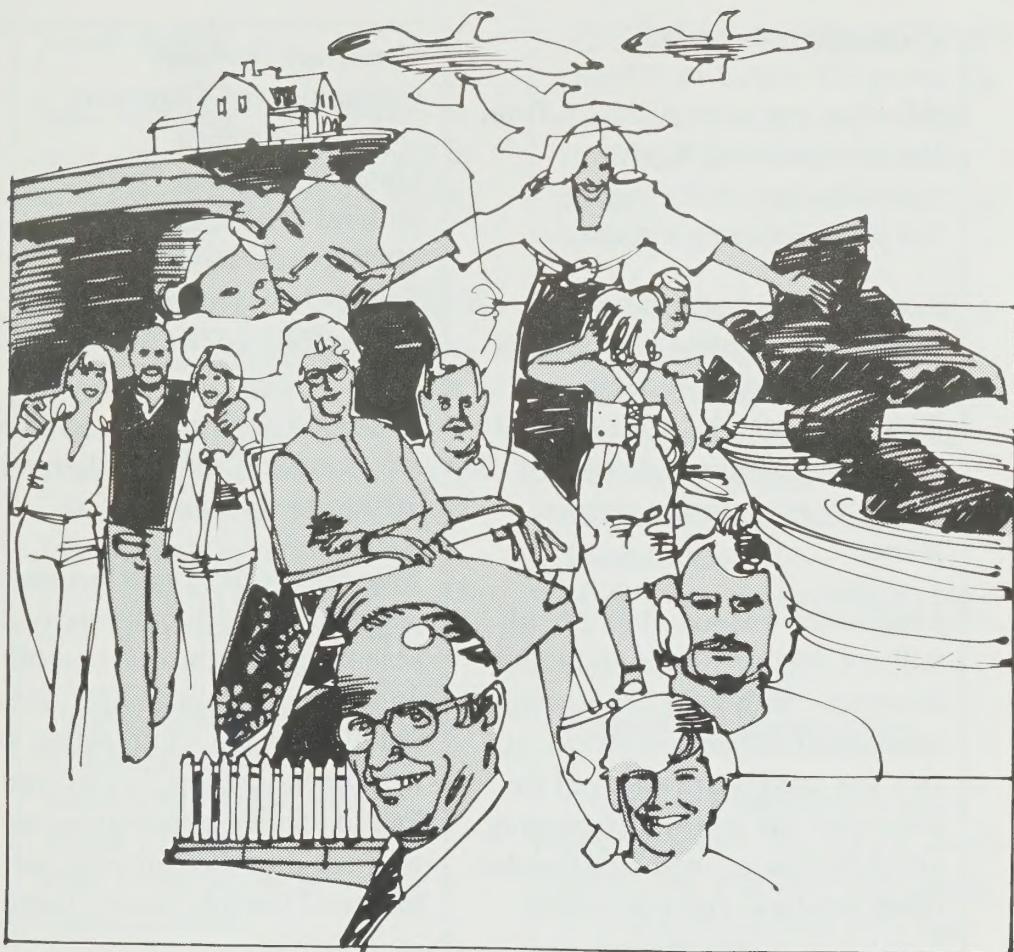
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Quality of Life

The Government of Canada is concerned and committed to ensuring as high a standard of living as possible for all Canadians. A variety of legislation has been enacted to ensure health and safety standards, protect consumers, and generally to assist where the need exists. Monthly payments assist mothers to provide for immediate needs. Services available to senior citizens have increased to better ensure their quality of life.

Following are descriptions of some of the national programs and services that help to promote the well-being of Canadians.

Consumer Aid

All of us are consumers . . . from the four-year-old buying a chocolate bar to the young couple purchasing a home.

A most important role of the federal government is to protect the interests of the consumer. This protection is in the form of laws that have been developed by many government departments.

Legislation ensures that a bank will not fold up in the night and disappear with your life savings; measuring devices on service station gas pumps are checked for accuracy; the quality, packaging and labelling of food come under close scrutiny, and potentially hazardous products must bear warning labels.

Each year approximately 1.5 million inspections are carried out by government safety inspectors.

Despite these efforts, you may find yourself faced with a problem resulting from the purchase of goods and/or services. If you are receiving little co-operation from the vendor, you can seek help from a neighbourhood consumer help office, a consumers' association (consult your telephone directory), or contact:

**Consumer Services
Consumer and Corporate
Affairs Canada
Ontario Regional Office
Federal Building, 6th Floor
4900 Yonge Street
Willowdale, Ontario
M2N 6B6 (416) 224-4031**

or consult your telephone directory for the Consumer Services office nearest you.

This department also has many pamphlets and brochures available on such subjects as appliance energy consumption, labelling of products, child safety and mail order buying. If you would like to receive information on these or on other subjects, write to one of the addresses above.

Motor Vehicle Recalls

Transport Canada establishes and enforces safety standards for new motor vehicles sold in Canada. Periodic motor vehicle recalls result when vehicles are found not to meet departmental standards. Consumer complaints about safety related vehicle defects should be directed to:

**Road Safety and Motor Vehicle
Regulation
Transport Canada
2780 Sheffield Road
Ottawa, Canada
K1B 3V9 (613) 993-9542**

Seat Belts

Seat belts have been proven to save lives. Yet less than half of all Canadian drivers use them regularly.

Transport Canada's Road Safety and Motor Vehicle Regulation Directorate conducts research on use of seat belts and also sets standards for infant carriers and child restraints sold in Canada. For publications on these subjects, contact the branch at the address above or write to:

**Public Affairs
Transport Canada
Dominion Public Bldg.
Room 216
One Front St. West
Toronto, Ont.
M5J 1A4 (416) 369-3277**

Health Promotion

Increasing numbers of Canadians are aware that personal habits can mean the difference between illness and good health. The Health Promotion Directorate's main objective is to encourage and assist Canadians to adopt ways of life that will enhance their physical, mental and social well-being. This includes program activities in such areas as nutrition, self-care and personal health practices, family life and child development, and the abuse of alcohol, tobacco, drugs and other harmful substances. Contact with the public is maintained through regional offices across the coun-

try. Through the Health Promotion Contribution Program, the directorate supports projects involving community health, resource development, training and skill development.

For more information, write to:

**Health Promotion Directorate
Health and Welfare Canada
Ontario Regional Office
Suite 410, 102 Bloor St. West
Toronto, Ontario
M5S 1M8 (416) 996-6483**

Family Allowances

If you are a parent or a legal guardian and you are a Canadian citizen, a landed immigrant or a non-immigrant who has paid income tax for a year or more, you may be eligible for a monthly Family Allowance from the federal government. This payment is usually made to the mother for children under the age of 18 who reside in Canada, and is taxable as income.

In addition to the Family Allowance, you can receive an annual tax benefit for each child, based on family income.

Application forms can be obtained from any post office or

hospital. If you wish to obtain additional information, write to:

Family Allowances

**Health and Welfare Canada
Ontario Regional Office
789 Don Mills Road
P.O. Box 6000, Station Q
Don Mills, Ontario
M4T 2P6 (416) 423-6900**

or consult your telephone directory for the district office nearest you.

Day Care Centres

If you are interested in obtaining facts on day care centres, the federal government can assist you by providing information through the National Day Care Information Centre.

This centre acts as a clearing house for available material on day care and early childhood development and gives persons and groups the opportunity to exchange ideas and information. A series of pamphlets, information kits, fact sheets and newsletters are available from:

**National Day Care
Information Centre
Health and Welfare Canada
Brooke Claxton Building
Tunney's Pasture
Ottawa, Canada
K1A 1B5 (613) 992-2133**

Family Planning

The federal government offers many publications on family planning to individuals, agencies, various levels of government and schools.

For more information, write to:

**Health Promotion Directorate
Health and Welfare Canada
Ontario Regional Office
Suite 410, 102 Bloor St. West
Toronto, Ontario
M5S 1M8 (416) 996-6483**

Services for Senior Citizens

Senior citizens can benefit from the numerous programs and services of the federal government.

Old Age Security Benefits

All persons 65 or over, who are Canadian citizens or legal residents and who meet the residence requirements, are entitled to an Old Age Security pension.

The amount of the pension is tied to the consumer price index, and is adjusted every three months. However, if the cost of living drops, the amount of the pension will not be reduced. The pension is not paid automatically—you must apply for it.

You may also be entitled to a Guaranteed Income Supplement. This is a monthly payment added to your Old Age Security pension, provided you have little

or no income other than your pension. Your spouse's income is considered when the amount of the supplement is calculated.

Your spouse may receive a Spouse's Allowance if he or she is between 60 and 65 years of age and your combined incomes do not exceed a specified amount. The conditions for acceptance are the same as for Old Age Security benefits.

For more information or application forms, write to:

Old Age Security
Health and Welfare Canada
Ontario Regional Office
789 Don Mills Road, 15th Floor
P.O. Box 6000, Station Q
Don Mills, Ontario
M4T 2P6 (416) 423-6900

or consult your telephone directory for the district office nearest you.

Canada Pension Plan

The Canada Pension Plan (CPP) is a compulsory, contributory, social insurance program. It provides retirement, disability and survivors' benefits. The CPP applies to most of Canada's labour force. A few types of employment are not covered, and your CPP office can give you details on these exceptions.

You are entitled to a retirement pension if, at any time during your career, you made the required contributions to the

CPP in at least one calendar year.

You can apply for this pension when you reach 65, whether you retire or not. Or, you may elect to contribute to the plan until you are 70 if this will increase the amount of your eventual CPP pension. At that time you may take steps to start collecting your pension since you can no longer contribute.

If you become disabled before 65 and have contributed for the minimum qualifying period, you can receive a pension for yourself and your dependants until you recover. If someone who has contributed to CPP for the minimum qualifying period dies, a lump-sum death benefit will be paid to the estate and the contributor's spouse will receive a pension subject to certain conditions. In addition, children of the contributor will be paid benefits until they reach the age of 18 or up to 25 if they continue to attend school full-time.

The CPP provides that the pension credits earned by one or both spouses during their years of marriage may be divided equally between them if the marriage ends in divorce or legal annulment on or after January 1, 1978.

The minimum qualifying period differs according to the type of pension. Your CPP office can provide complete details.

You are entitled to benefits whether or not you live in Canada after your retirement.

International agreements on social security between Canada and other countries permit the co-ordination of the Old Age Security and Canada Pension Plan programs with the social security programs of those other countries. These agreements permit persons who have resided or worked in another country to combine their pension credits in both countries to meet minimum eligibility conditions set by either country.

For more information, write to:

**Canada Pension Plan
Health and Welfare Canada
Ontario Regional Office
789 Don Mills Road
P.O. Box 6000, Station Q
Don Mills, Ontario
M4T 2P6 (416) 423-6900**

or consult your telephone directory for the district office nearest you.

Unemployment Insurance at 65

When you reach age 65, you no longer pay Unemployment Insurance premiums, nor collect benefits, even if you continue to work.

There is a special one-time benefit available at age 65 to anyone who has worked and paid Unemployment Insurance premiums for at least 20 weeks in the pre-

vious year. However, you must apply for it.

Details are included in the pamphlet, *UI and you: when you reach 65*, available along with application forms from all Canada Employment Centres.

New Horizons

New Horizons is a program intended for senior citizens who want to participate actively in community life.

Projects embracing a wide range of activities have been made possible with government cash grants. Some projects already undertaken include: activity or drop-in centres, community services, crafts and hobbies, historical, cultural and educational activities, information services, sports and recreation.

To be eligible for a grant, you must belong to a group with 10 or more volunteers who serve as directors and managers of the project. The majority of the directors must be retired.

If you have a project in mind or would like more information, contact:

**New Horizons
Health and Welfare Canada
Ontario Regional Office
Suite 1104, 2300 Yonge Street
Toronto, Ontario
M4P 1E4 (416) 481-5183**

Reduced Travel Fares

Under the rate structures authorized by the Canadian Transport Commission, senior citizens (65 and older) can travel in Canada at reduced fares.

Discounts of 33 per cent are offered by VIA Rail Canada, and there are no restrictions as to routes or time of travel. Airlines offer a 10 per cent regular scheduled flight fare reduction on confirmed reservations for domestic flights. There is no standby discount.

Since the policy on fare reductions may change periodically and even greater discounts are sometimes available, it is best to check with your nearest airline or VIA Rail office, or a travel agent when planning your trip.

Services for Veterans

The Veterans Affairs Portfolio is responsible for providing financial, medical, health and social services to eligible war veterans to compensate them for disabilities incurred in the service of Canada. These services help veterans to be self-sufficient. Services are also available to dependants and to certain non-war veterans who served in Canada in wartime.

The services include pensions and war veterans' allowances, medical treatment, counselling, advocacy, and educational assistance to children of the war dead, commemoration and edu-

cational programs. Further assistance is available under the Aging Veterans Program to enable eligible veterans to continue to live independently in their own homes.

For more information, contact:

**Veterans Affairs Canada
Ontario Regional Office
5th Floor, 4900 Yonge St.
Willowdale, Ontario
M2N 6B2 (416) 224-4091**

Production of Food and Non-Food Items

All of us have no doubt read or heard of a tragedy resulting from food poisoning or the use of a particular drug.

One aim of the federal government is to eliminate health hazards so Canadians can have access to safe food and effective health support products. Through regular inspections of establishments and examination of products, the government attempts to ensure that industry complies with federal standards concerning the production of foods, drugs, cosmetics, medical devices and radiation-emitting devices.

You can help by advising federal officials if you feel the safety of a product is questionable.

To request information or lodge a complaint, write to:

Educational Services
Health Protection Branch
Health and Welfare Canada
Ontario Regional Office
2301 Midland Avenue
Scarborough, Ontario
M1P 4R7 (416) 291-4231

Welfare Grants

To promote improvements in welfare services and self-help activities, the government provides financial assistance, consultation, information and advice to governmental and non-governmental agencies, including citizens' organizations, for short-term research and other project activities. Funds are also available for advanced studies in social work. For more information on grants, write to:

National Welfare Grants
Health and Welfare Canada
Brooke Claxton Building
Tunney's Pasture
Ottawa, Canada
K1A 1B5 (613) 995-6903

Other Social Programs

All provinces and territories have programs that provide for social assistance to persons in need and their dependants.

The federal government's role is of a consultative and financial nature and, through the Canada

Assistance Plan, it contributes approximately 50 per cent of the costs of providing assistance and welfare services to eligible persons. The federal government also shares in the costs of assisting persons who are unable, because of a physical or mental disability, to pursue a regular gainful occupation, through the Vocational Rehabilitation of Disabled Persons.

For more information, write:

Canada Assistance Plan
Social Services Programs
Branch
Health and Welfare Canada
Brooke Claxton Building
Tunney's Pasture
Ottawa, Canada
K1A 1B5 (613) 996-4233

Human Rights

If you believe you have been discriminated against by a federal government department or agency or an employer under federal jurisdiction, the Canadian Human Rights Commission can help. Discrimination is prohibited on the grounds of race, national or ethnic origin, colour, religion, age, sex, marital and family status, disability and conviction of an offence for which a pardon has been granted.

To receive more information or to lodge a complaint, contact:

**Canadian Human Rights
Commission**
Room 623
Arthur Meighen Building
55 St. Clair Avenue East
Toronto, Ontario
M4T 1M2 (416) 966-5527

Women's Program

The Women's Program of the Department of the Secretary of State is the major organization of the Government of Canada responsible for helping voluntary associations working to improve the status of women.

Its objective is to encourage the full participation of women in Canadian society and to promote positive action within major institutions to improve the status of women.

The Women's Program makes grants and other resources available to women's groups to develop projects that will contribute to community education and action around status of women issues.

In Ontario, Women's Program regional offices are located in Toronto, Hamilton, Sudbury, Timmins, Thunder Bay, London and Ottawa.

Further information may be obtained from:

Women's Program
Secretary of State Canada
Ottawa, Canada
K1A 0M5 (819) 994-3190

Citizenship

The Department of the Secretary of State administers the *Citizenship Act*, assisting eligible applicants to become Canadian citizens.

The department issues citizenship certificates to new citizens and, on application, to those who are already citizens. It provides advice and information on citizenship and publishes information on Canada for citizenship applicants, and for the general public.

Further information may be obtained from the citizenship court nearest you. They are located in Ottawa, Kingston, Oshawa, Toronto, Brampton, Hamilton, St. Catharines, Waterloo, London, Windsor, Sudbury and Thunder Bay. Or write to:

**Registrar of Canadian
Citizenship**
Secretary of State Canada
Ottawa, Canada
K1A 0M5 (819) 994-1955

Publications: Matters Relating to Welfare

Publications available from the National Council of Welfare cover a wide range of topics, including many social and economic issues relating to the well-being of Canadians.

To receive publications and a list of available publications, write to:

**National Council of Welfare
Health and Welfare Canada
Brooke Claxton Building
Tunney's Pasture
Ottawa, Canada
K1A 0K9 (613) 995-6265**

Search and Rescue

A fishing vessel is in trouble. An aircraft is missing en route to its destination. A pleasure boater is overdue. A survey party in the Far North has not been heard from for two weeks. The national Search and Rescue (SAR) service is ready to go into action in cases like these. It is co-ordinated by the Department of National Defence (DND) with the assistance of the Canadian Coast Guard (CCG) and the Department of Fisheries and Oceans (DFO).

To provide greater public participation in both the prevention of emergencies and assisting in SAR operations, two volunteer organizations have been created. The Canadian Marine Rescue Auxiliary (CMRA) is made up of over 1,600 volunteer fishermen and recreational boaters. The newly established Civil Air Search and Rescue Association (CASARA) can provide private aircraft and spotters. Together these volunteer organizations augment national SAR resources in responding to distress calls.

For more information, write to:

**DND Office of Information
4900 Yonge Street
Penthouse Suite
Willowdale, Ontario
M2N 6A4 (416) 224-4087**

Northern Programs

Indian and Northern Affairs Canada is responsible for administering federal statutes respecting the Northwest Territories and Yukon Territory, and for co-ordinating federal activities, particularly those concerning northern resource development, Indian and Inuit affairs, and the protection of the environment. For additional information, write to:

**Communications Branch
Northern Affairs and
Native Claims
Indian and Northern Affairs
Canada
Ottawa, Canada
K1A 0H4
Northern Affairs:
(819) 997-0011
Office of Native Claims:
(819) 994-1200**

Services for Native People

Indian and Northern Affairs Canada administers the *Indian Act*, and the delivery of programs approved specifically for status Indians registered under the act. It also has the lead role,

on behalf of the government, in the negotiation and settlement of native land claims. For additional information, write to:

**Public Information Advisor
Indian and Inuit Affairs
Program
Indian and Northern Affairs
Canada
5th Floor
25 St. Clair Avenue East
Toronto, Ontario
M4T 1M2 (416) 966-5544**

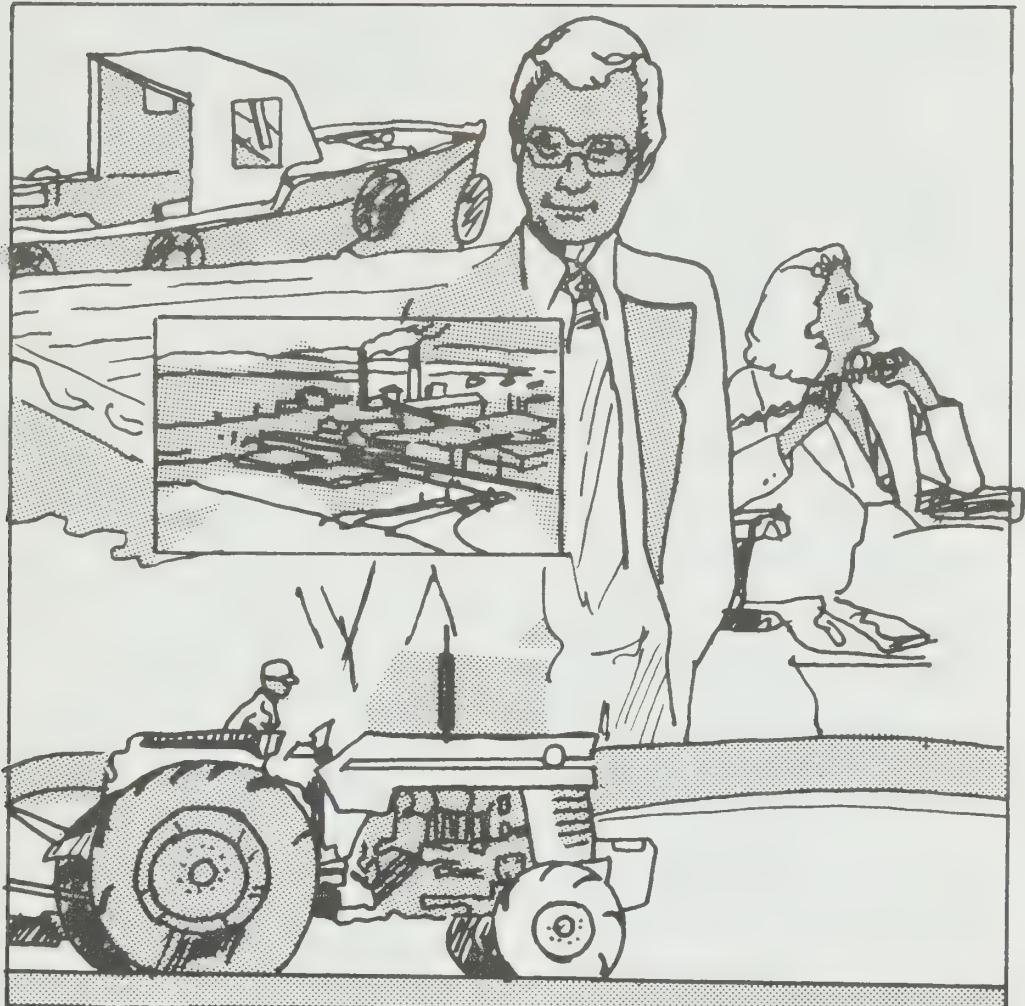
**Communications Branch
Indian and Inuit Affairs
and Corporate Policy
Indian and Northern Affairs
Canada
Ottawa, Canada
K1A 0H4 (819) 997-0060**

**Communications Branch
Northern Affairs and Native
Claims
Indian and Northern Affairs
Canada
Ottawa, Canada
K1A 0H4 (819) 994-1200**

The Department of the Secretary of State also assists natives in defining and achieving their place in Canadian society by providing grants, advice and research to native organizations. It also helps native people moving to and living in urban centres by providing funds to help operate numerous native friendship centres across Canada. These centres promote interaction between native and mainstream societies while encouraging native people to

maintain their cultural identity, integrity and social values. Assistance is also provided for community communications services and for native women's groups. For further information, contact:

**Native Citizens
Secretary of State Canada
Suite 200
25 St. Clair Avenue East
Toronto, Ontario
M4T 1M2 (416) 966-7541**



Economic Development

The Government of Canada is committed to promoting economic development and to ensuring that all Canadians share in the benefits. This commitment is reflected in a host of services offered to business concerns, large and small, in programs that span the horizon from assistance for farmers and fishermen to the upgrading of the country's transportation system, the development of natural resources and the search for expanded markets abroad. Some of those federal programs and services are described briefly in this section.

Services for Employers

Canada Employment Centres

More than 450 Canada Employment Centres (CECs) across the country can assist in your search for qualified personnel. You can submit a list of vacant positions with a brief job description of each, and a CEC representative will direct qualified candidates to you.

National Job Bank

Also at the CEC, the National Job Bank, through its unique telephone-computer combination, can give you rapid access to qualified workers and the Metropolitan Order Processing System (MOPS) can provide you with immediate city-wide information about available skilled workers.

After you hire your staff, the CEC will help set up training programs for them. Reimbursement for direct training costs and trainee wages is available through the National Industrial Training Program.

There are many brochures and pamphlets available including *National Training Program*, *National Industrial Training Program*, *What employers can expect from Employment Counsellors* and *Managing your manpower: How and Why*. They can be obtained from your local CEC or by writing to:

Public Affairs

Distribution Unit

Employment and Immigration Canada

Ottawa, Canada

K1A 0J9 (613) 994-6313

If you have questions concerning a particular program or service, contact your local Canada Employment Centre.

(See also Work—Workers and Jobs—Creating Jobs)

Helping Business and Industry

The development, expansion and productivity of domestic manufacturing and processing industries are necessary to economic development. Recognizing this, the government can provide consultative services, relevant information, and, in some cases, financial assistance to businesses.

Business Information

Information on all federal programs and services affecting the business community is available from the Business Information Centres, established across Canada to respond to the business community's need for points of contact for government information. The Ontario centre is located at:

**Business Information Centre
Suite 4840
No. 1, First Canadian Place
P.O. Box 98
Toronto, Ontario
M5X 1B1 (416) 369-4941**

The Department of Regional Industrial Expansion (DRIE) has incentive and development programs designed to help the Canadian business community gain a competitive edge in world markets.

The department's staff, in Ottawa, and in the 35 regional and local offices is available to you through the regional Business Information Centres or the Business Centre in Ottawa.

The Ottawa Business Centre serves as a central point of contact for business people seeking information about the whole range of business-oriented federal programs and services.

For more information, contact:

**The Business Centre
DRIE
235 Queen Street
Ottawa, Canada
K1A 0H5 (613) 995-5771**

Industrial and Regional Development

The Department of Regional Industrial Expansion has introduced a new omnibus program, the Industrial and Regional Development Program (IRDP), as the federal government's princi-

pal means of delivering direct aid to industry.

IRDP takes the place of a number of the department's former programs (such as the Enterprise Development Program) and is designed to make assistance easier to obtain and more equitably distributed.

Intended to support private sector initiatives, the program is aimed at projects, industries and technologies with the greatest potential for economic return, sustained growth and international competitiveness. It responds particularly to the needs of small and medium-sized businesses and complements other federal programs and the Federal Business Development Bank.

There are four tiers of assistance available — Tier I representing the basic national level for support; Tiers II, III and IV provide progressively more assistance. The tier system is based on a "development index" which takes into account the level of unemployment, the level of personal income and the provincial fiscal capacity to determine which areas in Canada are most in need of support.

For further information on IRDP, contact:

Ontario Regional Office
Suite 4840
No. 1, First Canadian Place
P.O. Box 98
Toronto, Ontario
M5X 1B1 (416) 369-4941

Statistics

As the nation's central statistical agency Statistics Canada collects, processes, analyzes and disseminates data on almost every social and economic activity in Canada. Topics include the labour force, prices, national productivity, agriculture, health, education, energy, transportation and communications, manufacturing and the arts and culture. Much of the information required to produce these statistics is collected by the agency's nine regional offices.

Local Advisory Services staff provides the general public and persons in business, government, the news media, labour organizations and educational institutions with a range of user services. These include answering requests for statistical data, advising on the use of statistics, taking orders for all Statistics Canada publications, providing visitors with study areas and copying facilities and distributing booklets on finding and using statistics. Advisory Services can also arrange access to the agency's statistics in machine-readable form through CANSIM, Statistics Canada's

electronic data bank. Many of these services are provided on a cost-recovery basis.

For more information write to:

Statistics Canada
25 St. Clair Avenue East
10th Floor
Toronto, Ontario
M4T 1M4 (416) 966-6586

Toll free service 1-800-268-1151

Federal Business Development Bank (FBDB)

FBDB assists in the creation and growth of business enterprises across Canada by providing them with financial and management services. It supplements such services available from other sources and gives particular attention to the needs of small and medium sized businesses.

FBDB also offers management counselling through the Counselling Assistance to Small Enterprises (CASE) program, which supplements such services as may be available in the private sector. Its purpose is to assist owners and managers of business enterprises in improving their methods of doing business at a moderate cost. Through CASE, you can discuss your particular problems and look into new ideas with 1,500 successful retired business persons serving as management consultants. FBDB offers term loans and equity financing. Its training program includes full day and

half day business management seminars, management clinics and 30-hour courses available through the provincial ministry of education.

FBDB also offers an inquiry and referral service geared specifically to the needs of small businesses. Also available from the FBDB is a series of booklets called *Minding Your Own Business*, covering many aspects of small business management, *Profit\$* including *Small Business News*, a quarterly newspaper on business developments. It also offers an information service on various government programs available to help small and medium sized businesses.

If you would like to receive these booklets or more information on the FBDB Small Business Information Service, write:

**Federal Business Development
Bank**
Ontario Regional Office
250 University Avenue
Toronto, Ontario
M5H 3E5 (416) 593-1144

or consult your telephone directory for the FBDB office nearest you.

Tourism

Tourism revenues in Canada amount to \$16 billion per year, making it one of the most important national industries. It continues to grow at a rate of 10 per cent annually. Tourism Canada

provides a number of useful services which help to ensure the continued success of Canada's tourism industry.

Tourism Operators

The Canada Marketing Assistance Program (CANMAP) is designed to assist domestic and foreign-based travel industry partners in promoting tours to Canadian destinations. Under the program, Tourism Canada contributes to costs directly related to consultant fees, brochure production, co-operative advertising, and direct marketing.

There are other programs, as well, designed to promote Canada's tourist attractions in foreign countries, and to encourage Canadians to travel in Canada. Information on these programs may be obtained from:

Tourism Marketing Branch
Tourism Canada
235 Queen Street
Ottawa, Canada
K1A 0H6 (613) 992-7355

Tourism Programs

Tourism Subsidiary Agreements and similar government programs are designed to encourage the expansion or upgrading of tourist facilities in Canada. Other programs, in which Tourism Canada is involved, include measures to improve management services, and offer advice, counselling and training. Manuals on planning of campgrounds,

menu planning, and directories on tourism educational courses, are among some of the publications available.

A large volume of tourism reference material including market reports, research studies, and publications, can be obtained through the Tourism Research and Data Centre of Tourism Canada. For more information, contact:

Research and Analysis
Tourism Canada
235 Queen Street
Ottawa, Canada
K1A 0H5 (613) 996-3564

Markets Abroad

Through the Department of External Affairs the federal government offers a variety of programs and services to assist Canadian businesses to establish or expand markets abroad and become internationally competitive. Advice and financial assistance are geared mainly to the export goals and requirements of Canada's agricultural, manufacturing and service industries.

Canadian embassies, consulates and trade offices abroad strive to promote Canadian exports and to protect Canadian commercial interests. As well, they can provide information on foreign countries' economies, markets and credit systems. In 1983 the service's network of more than 100 offices in countries throughout the world responded to many

thousands of inquiries regarding Canadian products, services and capabilities and received thousands of Canadian visitors.

International Bureaux

The department maintains 10 international bureaux for trade purposes in Africa, the Middle East, East Asia, Pacific, South and Southeast Asia, European Northern and Southern Tier Countries, European Summit Countries and the European Community, U.S.S.R. and Eastern Europe, Central America and Caribbean, and the United States.

Each maintains a close working relationship with the Trade Commissioner Service. They are the central contact points in Canada's trade and economic relations with other countries and can provide up-to-date information on access problems affecting the importation of Canadian products and services to specific areas.

International Trade Data Bank

The department's ITDB provides information on the imports and exports of 66 major trading nations, plus the nine member countries of the European Economic Community (EEC) and those of the Organization for Economic Co-operation and Development (OECD).

The data bank is a valuable tool to help identify products and market areas for Canadian exports. Information provided by

the ITDB can provide the basis for the initial step in export planning.

Export Market Development

In addition to the services described, the department operates two major programs to help Canadian enterprises sell in foreign markets.

The Promotional Projects Program (PPP) sponsors Canadian participation in trade fairs abroad, organizes trade missions to other countries and arranges visits of foreign buyers to examine Canadian products and industrial capabilities. PPP's help, for example, could include designing and arranging an exhibition that displays your product or service to best advantage.

Should you wish to undertake export marketing activities but cannot do so without the federal government's assistance, you may qualify for help under the department's Program for Export Market Development (PEMD) and PEMD Food.

These programs encourage and assist Canadian companies to penetrate or expand foreign markets through financial contributions where your related activities would be undertaken on a shared-risk basis. Contributions are repayable if worthwhile export sales are realized; they are not repayable if sales or contracts are not obtained.

Tariff Protection

In addition to the programs described in this section you will benefit from tariff protection in some areas of the Commonwealth and from Canada's trade agreements with many other countries outside the Commonwealth.

Information

Business people anywhere in Canada may obtain complete information on export trade matters by contacting the department's Trade Information Centre in Ottawa, where trade officers are able to respond to questions about any aspect of the federal government's export trade policies and assistance programs.

For more information, contact:

**Trade Information Centre
External Affairs Canada
Lester B. Pearson Building
125 Sussex Drive
Ottawa, Canada
K1A 0G2 (613) 993-6435**

or call toll free: 1-800-267-8376.

**Canadian International
Development Agency**

The Industrial Co-operation Division of the Canadian International Development Agency was established to stimulate increased participation by the Canadian private sector in the

industrial development and growth of developing countries through joint ventures and other forms of business collaboration which provide mutual benefits for both the developing countries and Canada.

All Canadian businesses are eligible for assistance, though preference is given to small and medium-sized companies. The type of assistance is as follows: contributions up to \$15,000 for starter studies and up to \$100,000 for viability studies, both to examine joint ventures and other forms of business collaboration in developing countries; contributions up to \$250,000 for projects for up to 75 per cent of the real costs of a test/demonstration in an eligible developing country; contributions up to \$250,000 for project preparation (pre-feasibility) studies for developing countries to accelerate their industrialization; sponsorship and organization of missions and studies to delineate industrial co-operation opportunities; information on local business practices and conditions; contributions up to \$250,000 for a test/demonstration of renewable energy projects in an eligible developing country.

Direct contact with the Industrial Co-operation Division should be made before undertaking any projects. Canadian companies wishing to investigate industrial co-operation opportunities in developing countries are invited to contact:

**Canadian International Development Agency
Industrial Co-operation Division**
Place du Centre
200 Promenade du Portage
Hull, Quebec
K1A 0G4 (819) 997-7901

Agricultural Services

Agriculture continues to be an important part of Canada's economy. Recognizing the vital role of this basic industry in all regions of the country, the Government of Canada offers a wide variety of services to farmers, ranchers and food processors. The combined purpose of these services is to ensure fair returns to producers and processors, while helping to supply Canadians with safe, nutritious food products.

Moving the Grain

Under a variety of programs and through several agencies, the Government of Canada is helping to ensure that Western grain gets to market.

Transport Canada and the Canadian Wheat Board have purchased 9,280 and 2,000 hopper cars respectively for a total investment of \$340 million since 1973. In addition, about \$18 million has been spent on leasing another 2,000 cars and older cars have been rehabilitated on a 50-50 shared-cost basis with the railways.

The Canadian Transport Commission pays subsidies to keep a significant part of the Prairie branch line system operating. Heavy investments have been made to upgrade grain handling and storage facilities at Churchill, Man., Vancouver and Montreal, and there are plans for a 200,000-tonne grain terminal at Prince Rupert, B.C.

In 1979, the federal government established the Grain Transportation Authority, with a mandate to improve the efficiency and performance of the whole system. Among other things, the agency is responsible for allocating rail cars.

For more information on the Grain Transportation Authority, write to:

Grain Transportation Authority
135 Lombard Avenue
Winnipeg, Manitoba
R3B 0T4 (204) 949-3130

Farm Credit Corporation Canada

The federal government established the Farm Credit Corporation Canada (FCC) to help Canadian farmers, and those wishing to become farmers, purchase, develop and maintain sound farm businesses. Assistance is provided in the form of long-term mortgage credit.

The maximum loan to a single farm business is \$350,000 when there is one qualifying applicant and \$600,000 when there is

more than one qualifying applicant. The interest rate is set for a period of 10 years when the loan is made. The amortization period can be for up to 30 years.

Loan funds may be used to purchase farm land, erect farm buildings, purchase farm equipment and breeding stock, pay debts or for any purpose that will promote the efficient operation of the farm.

An application for a loan should be made at your local FCC office. For more information on any FCC programs, contact:

**Farm Credit Corporation
Canada**
Ontario Regional Office
105 Silvercreek Parkway N.
Guelph, Ontario
N1H 7G7 (519) 821-1330

or consult your telephone directory for the field office nearest you.

Agricultural Stabilization Board

The federal government, by statute, has provided for price stabilization to help farmers realize a fair return for both their work and their financial investment. It also wants to maintain a balance between the market price and the cost of supplies and services to the farmer.

The government ensures the support of prices for nine commodities: cattle, hogs, sheep, industrial milk and cream, corn, soybeans, oats and barley. The support prices represent 90 per

cent of the average market price during the previous five years and are indexed according to fluctuating production costs. Other products can be designated at the discretion of Agriculture Canada.

More information is available from:

Agricultural Stabilization Board
Sir John Carling Building
Ottawa, Canada
K1A 0C5 (613) 994-1610

Crop Insurance

With assistance from the Government of Canada, all-risk crop insurance is available to farmers in all 10 provinces to protect them from losses caused by natural hazards such as hail, drought, grasshoppers or a killing frost. The federal government makes financial contributions to all crop insurance plans that are approved and administered by the provinces.

Financial arrangements vary across the country, but in the four Western provinces the federal government and participating farmers each pay 50 per cent of the premium.

More information may be obtained from your provincial department of agriculture, or by writing to:

Crop Insurance Division
Farm Income Services Branch
Agriculture Canada
Sir John Carling Building
Ottawa, Canada
K1A 0C5 (613) 993-6671

Livestock Feed Board of Canada

Established by Parliament in 1966, the Livestock Feed Board of Canada was the federal government's response to frequent problems of feed grain shortages and unstable prices.

Objectives of the board are to ensure: availability of feed grain to meet the needs of livestock producers; adequate storage space in Eastern Canada for livestock feed; reasonable stability and fair equalization of feed grain prices in Eastern Canada, British Columbia, the Northwest Territories and Yukon.

Through the federal Feed Freight Assistance Program, the board subsidizes part of the transportation costs for moving certain feed grains and products to areas where they are needed.

The board carries out continuing studies of feed grain availability and requirements, and the need for additional storage facilities. It also monitors and reports on feed grain prices and market conditions. For more information, write to:

Livestock Feed Board of Canada
P.O. Box 177
Snowdon Station
Montreal Quebec
H3X 3T4 (514) 283-7505

Agri-Food Development

Agriculture Canada provides assistance and transfers new technology to farmers to make food production more efficient and livestock and crops more marketable.

The New Crop Development Fund assists projects that demonstrate the commercial potential of new crops, varieties, technologies and/or production practices for a region. Commercial, industrial or producer organizations, universities or other non-profit organizations may receive contributions.

For further information, contact:

Production Development

Directorate

Crop Production Division
Agriculture Canada
Sir John Carling Building
Ottawa, Ontario
K1A 0C5 (819) 994-0086

In the livestock sector, Agriculture Canada offers the cattle, swine and sheep industries several programs to promote improvements in production and product quality.

The Record of Performance Programs (ROP) for beef, dairy cattle, swine and sheep identify animals with superior genetic merit or breeding value to improve the national herd.

Agricultural societies can receive contributions and technical assistance for approved agricultural fairs and exhibitions. The

money may be used to pay judges and property improvements, or serve as prize money for livestock competitions or to cover the cost of rural youth activities at the fairs.

4-H clubs receive assistance to foster projects such as competitions and training programs for developing management and marketing skills.

For more information, contact:

Production Development
Directorate
Animal Production Division
Agriculture Canada
Sir John Carling Building
Ottawa, Ontario
K1A 0C5 (819) 994-0086

In addition, agri-food development offices in each province coordinate Agriculture Canada's regional development activities. These offices maintain a close contact with provincial governments and non-governmental organizations to ensure that Agriculture Canada's programs are responsive to local needs and potential. The offices act as the contact in the province for general information on Agriculture Canada's programs and services.

For more information, contact:

Regional Development
Directorate
Agriculture Canada
420-102 Bloor Street West
Toronto, Ontario
M5S 1M8 (416) 966-8172

Food Production and Inspection

The Food Production and Inspection Branch of Agriculture Canada is responsible for health of animals and the inspection and grading of livestock, meat, poultry, dairy products, fruits and vegetables. Federal scientists direct extensive research into animal disease, and administer control programs to eliminate infectious ailments. Federal veterinary agents and agrologists in the field advise and assist farmers. The branch promotes more efficient animal and crop production, and is responsible for control of plant diseases, inspection and grading of seeds, and regulating the use of fertilizers, pesticides and herbicides.

Additional information is available by writing to:

Veterinary Inspection Directorate

**Food Production and Inspection
Branch**
Agriculture Canada
Suite 1210
4900 Yonge Street
Willowdale, Ontario
M2N 6G7 (416) 226-9262

Agricultural Inspection Directorate

**Food Production and Inspection
Branch**
Agriculture Canada
Suite 1220
4900 Yonge Street
Willowdale, Ontario
M2N 6G6 (416) 226-9262

Canadian Dairy Commission

The dairy commission administers the federal government's National Dairy Program. Its objectives are to provide efficient producers of industrial milk and cream with the opportunity of obtaining a fair return for their labour and investment and to provide consumers of dairy products with a continuous and adequate supply of dairy products of high quality.

The commission purchases and sells certain dairy products in bulk for both domestic and export markets; pays about \$275 million a year in subsidies directly to dairy farmers on eligible shipments of industrial milk and cream; annually carries out \$2 million in dairy product and market research, and recommends dairy policy to the government.

For more information, contact:

Canadian Dairy Commission
2197 Riverside Drive
Ottawa, Canada
K1A 0Z2 (613) 998-9490

Marketing Services

Agriculture Canada provides various daily, weekly and monthly market information services to the public. Up-to-date livestock market information is available by calling 1-800-267-8360.

Agriculture Canada offers producers advance payments for storable crops and under the *Agricultural Products Co-operative Marketing Act* the department guarantees bank loans to organized producer groups. Through the Fruit and Vegetable Storage Construction Financial Assistance Program, funds are available to expand cold storage facilities for horticultural products. The most recent program, the Canadian Agricultural Market Development Fund, was established to stimulate and promote improvements in the actual marketing of Canadian agricultural and food products.

For more information, contact:

Marketing and Economics Branch
Agriculture Canada
5th Floor
Sir John Carling Building
Ottawa, Canada
K1A 0C5 (613) 995-5880

Research

At 50 research establishments across Canada more than 800 Agriculture Canada scientists are at work on current and future industry problems. Research covers every aspect of the industry and has been responsible for developing Canada's position as a major food producer and exporter.

For more information contact:

Research Branch
Agriculture Canada
Sir John Carling Building
Ottawa, Canada
K1A 0C5 (613) 995-7084

Publications

Agriculture Canada offers many publications of interest to farmers and the general public.

The publications cover

- farm management
- crop and livestock production
- market reports
- canning fruits and vegetables
- freezing foods
- preparation of meat
- growing trees in Canadian gardens

For a list of publications, write to:

Communications Branch
Agriculture Canada
Sir John Carling Building
Ottawa, Canada
K1A 0C7 (613) 995-8963

and ask for publication 5155,
Free Publications from Agriculture Canada.

Fisheries

Freshwater Fishing

Freshwater fisheries contribute significantly to the economy of communities on Canada's inland waters and add variety to the range of food products available to consumers.

In 1982, waters of the Prairie provinces, Northwest Territories and Northwestern Ontario produced 55,000 tonnes of fish worth more than \$62 million.

The federal Freshwater Fish Marketing Corporation, which buys and markets the fish, was established by the Government of Canada in 1969 at the request of the Prairie provinces. In addition to its other activities, it has developed markets in the United States and Europe, and has a program to encourage improvement of quality.

For more information, write to :

**Fisheries and Oceans
Ontario Regional Headquarters
3050 Harvester Road
Burlington, Ontario
L7N 3J1 (416) 637-4701**

For years, the oceans off Canada's coasts provided a rich harvest in seemingly endless abundance.

However, massive fishing operations by foreign fleets, particularly off the Atlantic coast, had serious effects on the Canadian fishing industry. The fish stocks were exploited so intensively that some species were severely threatened.

With the introduction by Canada in 1977 of 200-mile exclusive fishing zones off both east and west coasts, the federal government has been in a posi-

tion to manage the coastal fisheries much more effectively. Foreign fishing has been drastically cut back and conservation measures imposed to allow fish stocks to recover.

Services for Fishermen

In addition to efforts to increase the quantity of fish available for harvesting and ensure equitable sharing of the resource among competing users, the federal government offers a number of services for the direct benefit of fishermen.

These include the Fisheries Improvement Loans, a government-backed program to assist fishermen who wish to purchase new vessels or make improvements to ones they already own; a fishing vessel construction subsidy program for fishermen who qualify under certain criteria, and a government-operated low-cost vessel insurance plan for fishermen.

Under the *Fisheries Development Act*, the Department of Fisheries and Oceans initiates various programs to improve the efficiency and profitability of the fishing industry, such as demonstrating improved catching gear and methods, more efficient storage and refrigeration of the catch, and better processing methods in the shore plants.

On the marketing side, the department is actively engaged in promoting the consumption of fish by such means as cooking

demonstrations and development of new recipes, and is aggressively seeking market opportunities for Canadian fish products abroad.

The Fisheries Prices Support Board develops price stabilization programs designed to protect fishermen against sharp declines in fish prices, and consequent loss in income due to causes beyond their control.

For more information, consult your telephone directory for the Fisheries and Oceans office in your area, or write to:

**Communications Directorate
Fisheries and Oceans
7th Floor West
240 Sparks Street
Ottawa, Canada
K1A 0E6 (613) 995-2041**

Another service of the federal government is the payment of special year-round or seasonal Unemployment Insurance benefits to fishermen. These benefits are explained in a small booklet entitled *Fishing isn't just another job*, which can be obtained by writing to:

**Public Affairs
Distribution Unit
Employment and Immigration
Canada
Ottawa, Canada
K1A 0J9 (613) 994-6313**



Work

Work is an important aspect of our daily life. It represents a means to livelihood and contributes to the productivity and prosperity of the Canadian economy. The federal government recognizes this dual role and offers many services and programs to the employed, unemployed and employers.

Workers and Jobs

Canada Employment Centres (CECs) (Employment Services)

There is a cross-country network of more than 450 CECs offering both employers and workers a wide variety of programs and services. These include information on available jobs, counselling for job-seekers regarding employment and related matters, including how to look for a job, counselling for the disadvantaged and special need groups, aptitude testing, specialized services to students, and intensive efforts to help Unemployment Insurance (UI) claimants find employment. The typical CEC has a Job Information Centre (JIC) where workers can make job choices from openly displayed job cards or listings and then contact a counsellor.

Canada Employment Centres are linked together through the National Job Bank, a unique telephone-computer combination, which provides employers with rapid access to qualified personnel across Canada and provides workers with up-to-the-minute information on job openings coast to coast.

In addition to the rapid matching of workers and jobs, the job bank is an excellent source of labour market information. It is also capable of producing specialized job listings that could bring employers and workers to-

gether within a particular trade or profession.

CECs can also provide, in several of Canada's largest metropolitan centres, immediate city-wide job information through the computerized Metropolitan Order Processing System (MOPS).

Creating Jobs

The federal government has designed programs to encourage potential employers to create jobs and thus reduce the number of unemployed. These programs have been consolidated into four broad programs — Canada Works, Lead, Career-Access and Job Corps. In total they supply some \$1.34 billion in direct support for employment.

Canada Works

Canada Works consolidates four projects whose objectives are to create incremental productive term employment for unemployed persons. The program offers funds for projects normally creating three or more jobs lasting between six and 52 weeks. Business, communities, organizations, individuals and government bodies are eligible to apply for funding.

The programs which fall within the Canada Works umbrella include the New Employment Expansion and Development (NEED) program, the Special Employment Initiatives Program under the *Unemployment Insurance Act*, Summer Canada

Projects and Canada Community Development Projects (CDP). Funding amounts to \$865.2 million over two years and will help some 190,000 participants.

LEAD

LEAD is intended to support long-term, community-based planning and employment development in slow-growth regions and in communities where chronic high unemployment persists regardless of economic cycles. LEAD is designed to become an increasingly important aspect of employment development programming.

Projects developed and carried out under this program in the context of emerging regional economic development strategies are designed to help promote local self-sufficiency. They include Local Economic Development Assistance (LEDA), the developmental parts of Canada Community Development Projects and the job retention components of the Local Employment Assistance Program (LEAP). Funding for the program amounts to almost \$200 million over two years. The number of participants will be about 29,000.

Job Corps

The objective of the Job Corps program is also to develop human potential. The program is designed to provide work, work experience, counselling, on-the-job training, and remedial assistance for the severely employ-

ment disadvantaged. It will incorporate and build upon the philosophy and success of projects carried out under previous programs including the Local Employment Assistance Program (LEAP), Youth Job Corps and part of the Canada Community Development Projects (CCDP) program. Special emphasis will be placed on projects for severely disadvantaged youth. Funding for the program amounts to \$66.7 million over two years, and the number of new participants will be 10,000.

Career-Access

The objective of the Career-Access program is also to develop human resources. The program was designed to stimulate the provision of employment opportunities for persons whose future labour market integration may be enhanced by the practical experience it enables them to gain.

The Career-Access umbrella covers the New Technology Employment Program (NTEP) which provides jobs for post-secondary graduates trained in scientific and technical areas, the Program for Employment-Disadvantaged (PED), an experimental program of wage subsidies to help private sector hire physically and mentally handicapped persons and other seriously disadvantaged people. It also includes the Summer Canada Internships, 1984 program, Portable Wage Subsidies

and Canada Community Services Projects.

Offering both on-the-job training and work experience, Career-Access will help handicapped, employment disadvantaged, and inexperienced persons overcome the employment barriers they face. Funding for the program amounts to \$211.3 million over the next two years, and the number of new participants will be 82,000, a high proportion of which will be youth.

The Outreach Program funds projects that extend employment services to remote communities and to people with particular difficulty finding and keeping jobs. These include those returning to the work force after prolonged periods of absence, natives, disabled persons, prison inmates, ex-inmates and older workers. Outreach projects are initiated by CEC managers and are developed in conjunction with local community groups, which sponsor the projects. Outreach project workers develop innovative and effective ways to improve the job prospects of unemployed and disadvantaged men and women. In keeping with the government's concern for unemployed youth, Outreach programs for youth have been established across the country.

Mobility of Workers

The government wants to ensure that workers whose skills are not needed in their home areas can respond to job opportunities in other parts of the country.

People who are under-employed, unemployed or about to become unemployed may be eligible for financial assistance, through the Canada Manpower Mobility Program, when they travel in search of employment, accept temporary work elsewhere or relocate for permanent jobs. Assistance covering some of the costs of travel is also available to persons attending National Training Program courses at schools outside their home areas.

National Training Program

The objective of the National Training Program is to help adults acquire the skills needed for better-paying, steadier and more satisfying jobs, and to provide the skilled workers needed by Canadian employers. The government supports training in two ways. The first is to purchase institutional training courses from colleges and vocational schools, most of which are operated by provincial authorities. Enrolment is through CECs. Full-time trainees receive a training allowance or Unemployment Insurance (UI) benefits and may be eligible for commuting or living-away-from-home allowances. The second approach is to enter into a contract with an employer to assist in the training of employees. Under such contracts, the National Industrial Training Program reimburses the employer for the direct cost of training and for a portion of trainee wages.

Training of Women in Non-Traditional Jobs

To help women enter occupations traditionally dominated by men, employers may be reimbursed 75 per cent of the wages paid to women while they are being trained for non-traditional jobs.

Women can take advantage of pre-trades training courses that provide the opportunity to choose from a wide variety of trades for which further training and job prospects exist.

There are also introductory courses for occupations that are traditionally male-dominated. Spaces are reserved for women in skilled trades training courses under the National Training Program and goals are set for the number of women to be trained by employers under the National Industrial Training Program.

Canada Employment Centres (Unemployment Insurance)

Most workers in Canada are covered by Unemployment Insurance. When they are temporarily out of work, people have the right to apply for UI benefits to help pay the bills and buy the things they need.

Unemployment Insurance benefits are not automatic. To qualify, you must have worked a certain number of weeks and you must be looking for another job. The number of weeks of insurable employment one needs

varies from 10 to 14 weeks depending on the rate of unemployment in the region in which you normally live. These weeks must fall in the last 52 weeks or since the start of your last claim for benefits. This is called your qualifying period.

There are additional requirements for some UI claimants. Generally, people who apply for the second time in 52 weeks may have to work up to six weeks longer than those claiming for the first time. The number of extra weeks required would depend on how many weeks of UI benefits they received the first time. People who enter the labour force for the first time or after an absence of more than one year would also have to work longer before getting UI—either 20 weeks in the last year or 10 to 14 weeks in the last year *plus* 14 weeks the year before.

Special benefits differ. To apply for benefits when you are sick or injured, pregnant or reach age 65, you must have worked in insurable employment for 20 weeks in your qualifying period.

There are many brochures available on the subject of Unemployment Insurance. These include *How Unemployment Insurance Works For You* (covering the total UI program), *UI and you; when you reach 65*, and *If you don't agree* (about appeals).

Social Insurance Number

When you apply for a job, a potential employer will ask if you have a Social Insurance Number (SIN). If you don't have one, visit your local Canada Employment Centre to complete the application form.

You must provide documentary proof of your identity as a Canadian citizen or a permanent resident. If you are a Canadian citizen, you would submit, for example, your birth certificate or a certified copy of it and one other piece of identification. A permanent resident (landed immigrant) should submit a Canadian immigration identification record and one other piece of identification.

Because the Canada Employment and Immigration Commission cannot be responsible for the safety of original documents sent through the mail, you are encouraged to bring them in yourself.

The booklet entitled *How do you apply for a Social Insurance Number?* can provide you with all the information you will need to apply.

Additional Information

There are many brochures and pamphlets that provide more detailed information. These can be obtained from your local CEC or by writing to:

**Public Affairs
Distribution Unit
Employment and Immigration
Canada
Ottawa, Canada
K1A 0J9 (613) 994-6313**

If you have any questions concerning a particular program or service, contact your local Canada Employment Centre.

Labour Canada

Labour Canada has four goals: 1) to promote and sustain stable industrial relations, a fair return for work, and a working environment favouring the physical and social well-being of Canadians; 2) to protect the rights and interests of all involved in the world of work; 3) to promote equitable access to work opportunities for all Canadians; and 4) to foster a climate for improved consultation and communication among government, labour and management.

Labour Canada has specific responsibility, under the *Canada Labour Code* and other legislation, for enterprises within federal jurisdiction, including inter-provincial and international railways, trucking, telephone and telegraph systems, pipelines, canals, ferries, tunnels, bridges, shipping and shipping services. It also covers broadcasting and cable systems, air transport and airports; banks, grain elevators; nuclear facilities and uranium mining, and certain crown corporations.

Industrial Relations

Labour Canada's Federal Mediation and Conciliation Service provides third-party assistance in the prevention and settlement of collective bargaining disputes and other labour-management problems in industries under federal jurisdiction.

Working Conditions

Across Canada, labour affairs officers ensure that labour standards are adhered to, and assist employees and employers to resolve differences over alleged unjust dismissals.

Similarly, health and safety officers protect the well-being of employees in the workplace by ensuring that safety standards are observed and environmental hazards are minimized.

The Women's Bureau sponsors studies, conferences and seminars to promote and protect the status of women in the workplace. It also monitors legislation and recommends initiatives for change to provide equal employment opportunities.

Special Assistance

Through the Labour Education Program, Labour Canada provides financial assistance to unions and labour organizations to develop courses for their members on various aspects of the labour movement itself, and on labour relations and conditions of work. Bursaries are

available to individual union members for studies in the labour field.

The Quality of Working Life
Program supports experiments in employer-employee co-operation within organizations.

Labour Canada administers the *Labour Adjustment Benefits Act*, passed by Parliament in 1982, which provides for "last resort" income maintenance to eligible older workers who have been permanently laid off from designated industries. Designated industries are those determined by the federal government to be undergoing significant economic disruptions, either nationally, or on a regional or community basis. In November 1983, amendments were passed to provide improved access to benefits.

The department compiles and disseminates a range of labour-related data and information on such matters as occupational wage rates, major collective agreements, women in the work force, and work stoppages. The Industrial Relations Information Service responds to the specific data requirements of individuals and organizations involved in collective bargaining and labour relations. Phone collect: (819) 997-3117.

For a catalogue of publications and films available from Labour Canada, contact:

**Publications
Distribution Centre
Labour Canada
Ottawa, Canada
K1A 0J2 (819) 994-0543**

The department also maintains, in co-operation with the National Film Board, a national catalogue of industrial relations films, which is available from the Publications Distribution Centre.

Labour Canada offices in Ontario are at Willowdale, Ottawa, Sudbury, London and Thunder Bay. Check your local telephone directory or write to the head office:

**Labour Canada
Communications Directorate
Ottawa, Canada
K1A 0J2 (819) 997-2617**

Work Safety

The Canadian Centre for Occupational Health and Safety (CCOHS) was created by the Parliament of Canada in 1978 to promote the right of Canadians to a healthy and safe working environment.

The centre is carrying out this mandate by providing a free service of information and advice in occupational health and safety. Essentially, this service aims to support the right of people to know about job hazards. The inquiry service is confidential, available in both official languages and accessible by mail, telephone, telex or in person.

Recent developments in automated information handling and communications are being used to build CCOHS' information service. Eventually information will be available in all parts of Canada from a network of terminals, each connected to a central computer. At present information requests are being handled mainly from Hamilton.

To place an inquiry or to request copies of CCOHS publications, write to:

**Inquiries Office
Canadian Centre for Occupational Health and Safety
250 Main Street East
Hamilton, Ontario
L8N 1H6 (416) 523-2981**



Energy

Canadians are in the extremely fortunate position of being self-sufficient in energy. Nonetheless, we must be careful to ensure maximum efficiency in consuming the energy we have. The federal government is involved in promoting programs designed to save energy and help Canadians understand the importance of managing energy well.

National Energy Program

The management of energy resources is of vital concern to all Canadians. The Government of Canada is carrying out its energy management responsibilities through the National Energy Program, which has three major objectives:

- energy security, particularly self-sufficiency in oil by 1990
- increased opportunity for Canadians to participate in the oil and gas industry
- fair sharing and fair prices for governments, industry and consumers.

This section takes a brief look at some of the main components of the National Energy Program.

The Consumer Home Energy Management Package

Canadians are fortunate to have energy resources in such abundance. We export uranium, coal, natural gas and electricity. However, some of the oil we need must be imported from an uncertain world market.

To help in achieving the objective of oil self-sufficiency by 1990, Canadians have been encouraged to reduce their use of energy and especially their use of oil.

The federal government offers a complete package of services to help Canadians use less energy,

convert from oil, and save money.

The package includes the following:

- the Ener\$ave Advisory Service
- the Canadian Home Insulation Program (CHIP)
- the Canada Oil Substitution Program (COSP)
- free publications.

Ener\$ave Advisory Service

Ener\$ave will help you reduce energy consumption in your home.

You can call or write for a questionnaire. You then answer short questions on the basic characteristics of your home. The answers will be analyzed by computer and the results returned by mail, showing how you can save.

To get advice by telephone, call the HEATLINE advisors. They give direct advice on what to do, what products and services to choose, and how to use them effectively.

To obtain a questionnaire or more information and advice, write to:

**The Ener\$ave Advisory Service
Energy, Mines and Resources
Canada
P.O. Box 4510, Station E
Ottawa, Canada
K1S 5K3**

or call toll free: 1-800-267-9563.

Two Grant Programs: CHIP and COSP

To help you take the necessary steps that Ener\$ave has helped you to identify, EMR provides two assistance programs.

The Canadian Home Insulation Program (CHIP) provides taxable grants of 60 per cent of the combined materials and labour costs to a maximum of \$500. Insulation, caulking, weatherstripping and vapour barrier materials approved by Canada Mortgage and Housing Corporation qualify. To be eligible for the labour portion, the work must be performed by a Canadian General Standards Board certified contractor. To date, more than 2 million homes have been insulated under the CHIP Program. To determine if your home qualifies for a grant and to obtain more information, write to:

CHIP
P.O. Box 700
Postal Station St. Laurent
Montreal, Quebec
H4L 5A8

in Toronto call (416) 789-0581 or call toll free 1-800-268-1818

The Canada Oil Substitution Program (COSP) is designed to encourage homeowners and small businesses to convert their heating systems from oil to other sources of energy. COSP provides taxable grants covering 50 per cent of the conversion costs to a maximum of \$800 per unit.

To be eligible, the new heating systems should reduce the building's reliance on oil by at least 50 per cent. A new solar system need only provide one-third of the building's heating requirements.

If you are considering switching to natural gas or electricity, your local distributor will assist you in providing information and obtaining your grant. If you are considering propane, wood, solar or other energy forms, you should contact the office of the Department of Energy, Mines and Resources in your province. More than 600,000 Canadian homes have converted away from oil under COSP.

For more information, write:

COSP
Energy, Mines and Resources
Canada
Ontario Regional Office
2242 Lakeshore Blvd. West
Toronto, Ontario
M8V 1A5 (416) 252-5866

or call toll free: 1-800-268-2207

Publications

The Government of Canada offers free publications that explain how you can conserve energy. Titles include *Keeping the Heat In*, *The Billpayer's Guide to Heating Systems*, and *The Car Economy Book*.

To obtain these publications write:

**Communications Branch
Energy, Mines and Resources
Canada**
580 Booth Street
Ottawa, Canada
K1A 0E4 (613) 995-3065

Renewable Energy

The Government of Canada has announced several programs to promote renewable sources of energy, and to stimulate research and development in the field of renewable energy.

At present, renewable energy, excluding hydro-electricity, represents 3.1 per cent of the primary energy consumed in Canada. The federal government's goal is to double this by 1990.

An important example of renewable energy in Canada is "biomass," which includes vegetables, grain, peat, trees, and forest, farm and municipal waste. Biomass can be burned to produce steam, or processed to produce liquid fuel or gas.

In Canada, wastes from forest industries offer the best source of biomass energy. Under the Forest Industry Renewable Energy Program (FIRE), established in 1978, industry has received \$44.1 million in grants from the Government of Canada to finance projects that displace the equivalent of more than

790,000 cubic metres of oil per year by using wood waste as fuel.

This program is so successful that it has been expanded and now provides civic organizations and industries with up to 20 per cent of the capital costs of equipment for the use of forest, municipal, and agricultural waste, or peat. For further information, write to:

**FIRE Program Secretariat
Coal and Alternative
Energy Branch**
**Energy, Mines and Resources
Canada**
460 O'Connor Street
Ottawa, Canada
K1A 0E4 (613) 995-9447

Some Other Energy Management Programs

The Government of Canada is taking these other steps to secure oil self-sufficiency:

- an oil pricing policy that provides strong incentives to the petroleum industry to find and develop new sources of oil
- measures to encourage Canadianization of the oil industry with the goal of at least 50 per cent Canadian ownership by 1990
- help to make natural gas available to more Canadians

- a crown corporation, Caner-tech, to promote the commercial production of renewable energy and energy conservation products and services
- a taxable grant of \$400 for each commercial vehicle, such as taxis, trucks, or farm vehicles, converted to run on propane or purchased with a propane system
- a \$20-million fund to help Canadian municipalities, in co-operation with the provinces, to conserve energy and create employment.

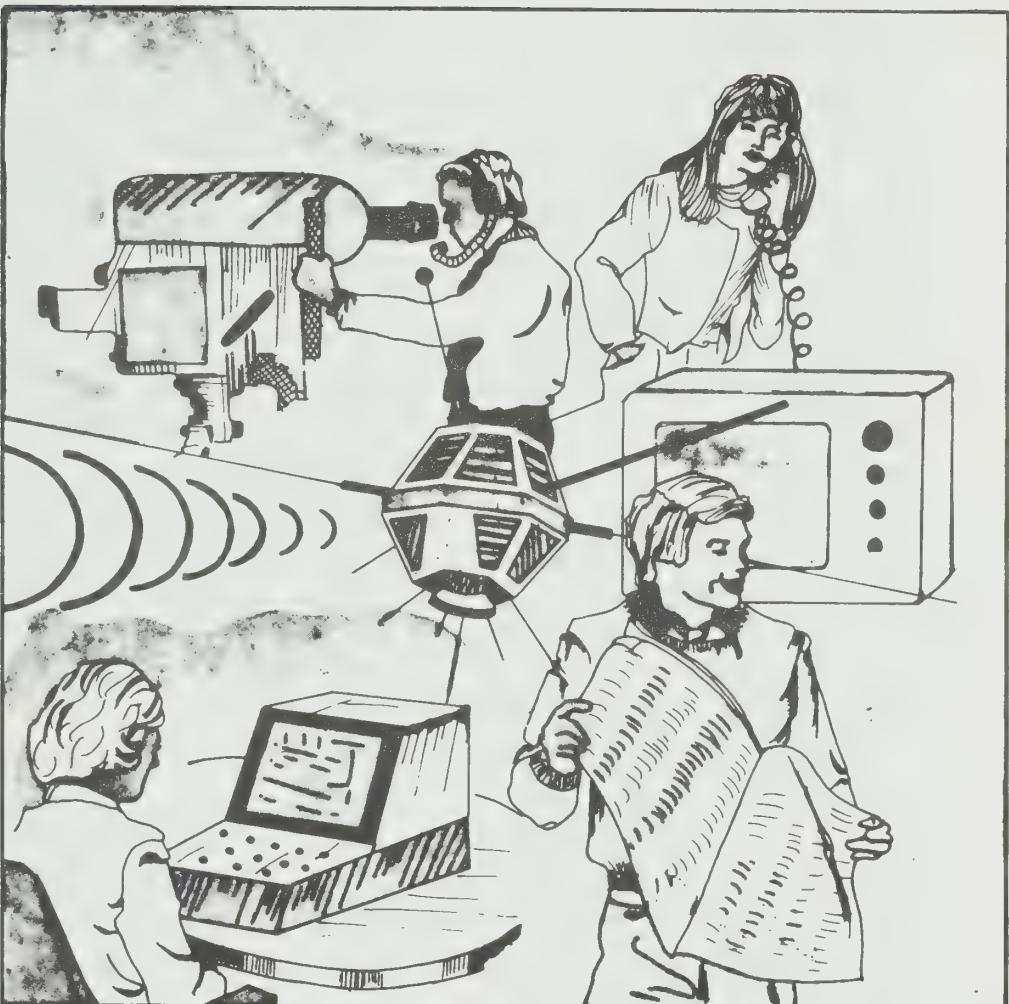
For more information about Canada's National Energy Program, contact:

**Communications Branch
Energy, Mines and Resources
Canada**
580 Booth Street
Ottawa, Canada
K1A 0E4 (613) 995-3065

Fuel Economy Guide

Transport Canada provides consumers with fuel economy data on all new cars and light trucks sold in Canada. You may obtain a copy of the *Fuel Economy Guide* from participating new car dealers or by writing to:

**Public Affairs
Transport Canada**
21st Floor, Tower C
Place de Ville
Ottawa, Canada
K1A 0N5 (613) 996-5861



Communications

Because Canada is such a big country, with many variations in climate and topography, Canadians have had to become pioneers in communications. The Government of Canada helps in many ways. National radio and television networks broadcast in English and French, in Indian and Inuit languages and, by short wave, to the rest of the world in 11 languages. The government has been and is involved in the development of dynamic new communications technologies.

Satellites

The variety of broadcast services available on the Canadian Anik satellite system continues to grow. In 1981, the CRTC licensed the Canadian Satellite Communications Inc.

(CANCOM) to deliver by satellite a package of four Canadian television and nine Canadian radio signals to remote and underserved communities in all regions of the country. This service was expanded in 1983 as CANCOM began distributing the signals of three American commercial networks (ABC, CBS and NBC) and one non-commercial network (PBS). In addition, the CBC English and French programming, the House of Commons proceedings, and provincial educational channels are available free to Canadian broadcasting operations in underserved areas. A channel of taped programming provided by LA SETTE (France) is available in Quebec and the programming of the Atlantic Satellite Network is available in the Atlantic provinces. There are also two national and four regional Canadian pay television services currently carried on the Anik system.

These services provide the opportunity for people in remote communities to obtain the kind of varied radio and television programming that their counterparts in Canadian metropolitan centres enjoy.

One of the four initiatives contained in the National Broadcasting Policy of March 1983, calls for relaxing requirements to allow the use of satellite earth stations for radio and television reception by individuals, certain commercial establishments and master antenna television (MATV) systems where approved by the Canadian Radio-television and Telecommunications Commission (CRTC). This new policy will further encourage the satellite services to Canadians living in rural and northern parts of Canada.

Videotex Technology

Telidon, Canada's videotex system, is an electronic information system that brings such services as shopping, banking, travel arrangements, tourist information, text and graphic information to the home television set. Using a keypad or keyboard and a television set with a Telidon decoder, Canadians across the country are using Telidon for both businesses and pleasure.

Grassroots, the first commercial videotex service, offers farmers in southern Manitoba up-to-date reports on weather conditions, commodities and livestock prices, retail and community information.

In Ontario, tourists and Toronto-area residents are using the Teleguide service to obtain information about tourist attractions,

train and bus schedules, films and restaurants, community events, news and weather.

The federal government's Cantel service offers nation-wide access to more than 45,000 pages of information on government programs and services including the National Job Bank of hard-to-fill job openings across Canada.

Project Agora, operated by researchers in telematics, offers a community information service and an electronic journal for the handicapped and special interest groups in Montreal.

Because of its highly sophisticated graphic capabilities Telidon is the most advanced videotex system in the world and has been adopted as the North American standard. Telidon software and services have also been sold internationally for use in Venezuela, Australia, Japan, Britain, Switzerland and the United States.

Television Reception

When you've been looking forward to relaxing with your favorite television program, it's annoying to find that your TV set is acting up.

The federal government has a brochure, *For better television reception*, that can help you to improve the quality of your picture. It discusses different types of antennas and how to install and use them effectively. Copies

are available from the Department of Communications address below.

General Radio Service

Thousands of Canadians now own General Radio Service (GRS) radios, more popularly known as Citizen Band (CB) radios.

A booklet called *The New General Radio Service Handbook* has been prepared to help users get the best results from the General Radio Service. Because a licence is required to operate a radio, the *Information and Licence Application Form (Citizens Band-CB)* contains a temporary permit along with the application. Both publications contain information that is especially useful if you are going to buy or operate a two-way GRS radio. For brochures and additional information on Telidon, television reception and general radio service, write to:

**Department of Communications
Ontario Regional Office
55 St. Clair Avenue East
Toronto, Ontario
M4T 1M2 (416) 966-8215**

Canada Post Corporation

Canada Post, which had operated as a department of government since 1867, was proclaimed a Crown corporation on October 16, 1981.

The Corporation operates a huge processing and distribution service providing a communications link for messages, information, funds, and goods for Canadians throughout the country and internationally. At the same time, Canada Post maintains uniform rates for small towns, rural communities, and isolated settlements, as well as densely populated metropolises in the transportation mainstream. There are over 8,000 post offices in the country, playing a central role in the daily lives of Canadians.

In addition to the routine dispatch and receipt of letters, parcels, and money orders, Canada Post provides three electronic mail services—Telepost, Intelpost, and EnvoyPost. Telepost makes it possible to transmit business and personal messages within seconds to a post office with the necessary equipment in the addressee's area. Every message in this system is delivered with the same speed as a telegram or telex, but at a reduced rate. Intelpost enables banks, stockbrokers, and import/export firms, for example, to send letters, photocopies, and graphic designs by facsimile to their correspondents both in Canada and abroad. EnvoyPost, linked with the Computer Communications Group of the TransCanada Telephone System, prints and delivers messages originating on CCG's "Envoy 100" network, so that subscribers to "Envoy 100" can reach millions of addresses.

Priority Post, is a courier service that serves hundreds Canadian communities and includes delivery to the addressee's home or business. Priority Post is also linked with the postal services of 16 foreign countries.

Canada Post is also the source of information, especially in small centres, on a host of federal services, including Unemployment Insurance, Family Allowances, Old-Age Pensions, and passports.

The corporation also plays an important role in spreading knowledge, both in this country and abroad, about Canada's art, people, land, and traditions by issuing commemorative stamps and exhibiting collections in various parts of the world.

Finally, there is the National Postal Museum in Ottawa which, together with its library, recalls more than four centuries of history from the days of New France to the present.

For additional information on Canada Post Corporation, contact:

**Corporate Communications
Canada Post Corporation
Ontario Postal Region
Room 442
21 Front Street West
Toronto, Ontario
M5J 1A5**

or call your local post office.



The Environment

We are becoming increasingly aware of our environment, which includes not only our immediate surroundings but also the forests, inland waters, lands and wildlife of our vast country. The federal government provides support and leadership in the conservation and preservation of our environment.

Environment Canada, through its Policy for Public Consultation and Information Availability, formally commits itself to openness between the public and Environment Canada. This policy is intended to promote a continuing two-way dialogue to assist the department in developing better programs, policies and regulations to ensure environmental quality and resource conservation. By providing a framework for regular public meetings, the department hopes to reach a better understanding of environmental issues and concerns, and their solutions.

Environmental Protection

Pollution

Strict laws protect our environment. The federal government works closely with provincial agencies and industry on measures to control sources of pollution in air and water. The use of toxic substances comes under close supervision, and scientific studies are undertaken on methods of disposing of toxic wastes. Research is being carried out to assess the acid rain problem and to develop appropriate control strategies. Federal experts are also active on projects to clean up pollution where it exists. And since there is always a risk of environmental disaster occurring, there is a team on the alert 24 hours a day to face any emergency.

Forests

Canada's forests cover 3.5 million square kilometres from the Pacific to the Atlantic. Forestry is Canada's biggest industry.

The federal government leads forest research in silviculture, forest management, protection, environmental factors and energy from forest waste products. It also supports and assists the provinces and industry in forest management and development, and exchanges technical information with other countries.

Fact sheets, brochures and pamphlets are available on such subjects as maple sugar production, careers in forestry, conservation, tree species, fire and the spruce budworm.

Land Use

The federal government is concerned about the rapid loss of agricultural lands and has developed a method of projecting the demand for agricultural land and the availability of land to satisfy that need in the future.

Other interests shared with the provincial governments include the distribution of land suitable for outdoor recreation, the demand and availability of land for such uses as forestry, the amount of despoiled land and the conversion of land for urban uses.

Inland Waters

The federal government plans and participates, with the provinces, in water management programs and policies. Concerns include water quality and quantity, floods and flood control, water research, industrial and agricultural use of water, and water resources planning.

Wildlife

Any massive changes in the environment that affect wildlife must eventually affect man. An important concern of the federal government is the preservation of our wildlife—everything from migratory birds and the endangered peregrine falcons to wood bison and polar bears.

Through the Canadian Wildlife Service (CWS), the government protects and manages migratory birds under international treaty and participates in many other wildlife research and management projects.

Surveys are made of breeding grounds in an attempt to maintain optimum populations of migratory game birds. National Wildlife Areas have been created to provide safe breeding, feeding and resting places for migratory birds and other wildlife. The CWS conducts research into the effects of human activities on wildlife, and on finding ways to harmonize the uses of wildlife and other resources. It also advises farmers on ways of preventing damage by waterfowl to cereal crops.

In addition, the CWS, with the provinces and territories, sets annual hunting season dates and bag limits for migratory game birds.

The Canadian Wildlife Service also publishes a wide range of technical and general information pamphlets and has sponsored feature-length films on wildlife and the service's activities. For information concerning films, contact the National Film Board office in your area. Information on pollution, forests, land use, inland waters and wildlife may be obtained by writing to:

**Inquiry Centre
Environment Canada
55 St. Clair Avenue East
Toronto, Ontario
M4T 1M2 (416) 966-6406**

Fish Habitats

A good indicator of the state of health of a lake or river is whether there are fish swimming around. Often it is the unthinking action of man that kills fish, such as dumping fill on spawning grounds or marshes, building dams that reduce the flow of water, or removing sand or gravel from beaches or stream beds.

Through its Habitat Management Branch, the Department of Fisheries and Oceans acts to protect the areas where fish breed and grow, by means of public information programs, consultation with developers

and, if necessary, through court action under the *Fisheries Act*.

The most recent threat to fish survival is acid rain—airborne pollution from sources in Canada and the United States—which has already brought death to scores of lakes in central Canada. Fisheries and environmental scientists are conducting extensive research programs to support efforts that will curb the further spread of damage from acid rain.

If you would like more information on how you can help protect the fisheries for present and future generations, write to:

**Fisheries and Oceans
Ontario Regional Headquarters
3050 Harvester Road
Burlington, Ontario
L7N 3J1 (416) 637-4701**

The Weather

Meteorological stations across Canada provide public weather forecasts through radio, television and newspapers. In some major cities, Weather radio offers forecasts and information on special HF channels.

Forecasts are based on information monitored continually by weather observers and meteorologists across the country. In addition to preparing forecasts for the general public, the Atmospheric Environment Service of Environment Canada issues special forecasts for aviation, agriculture, forestry, offshore fisheries, pleasure-boaters, marine transport and highway services.

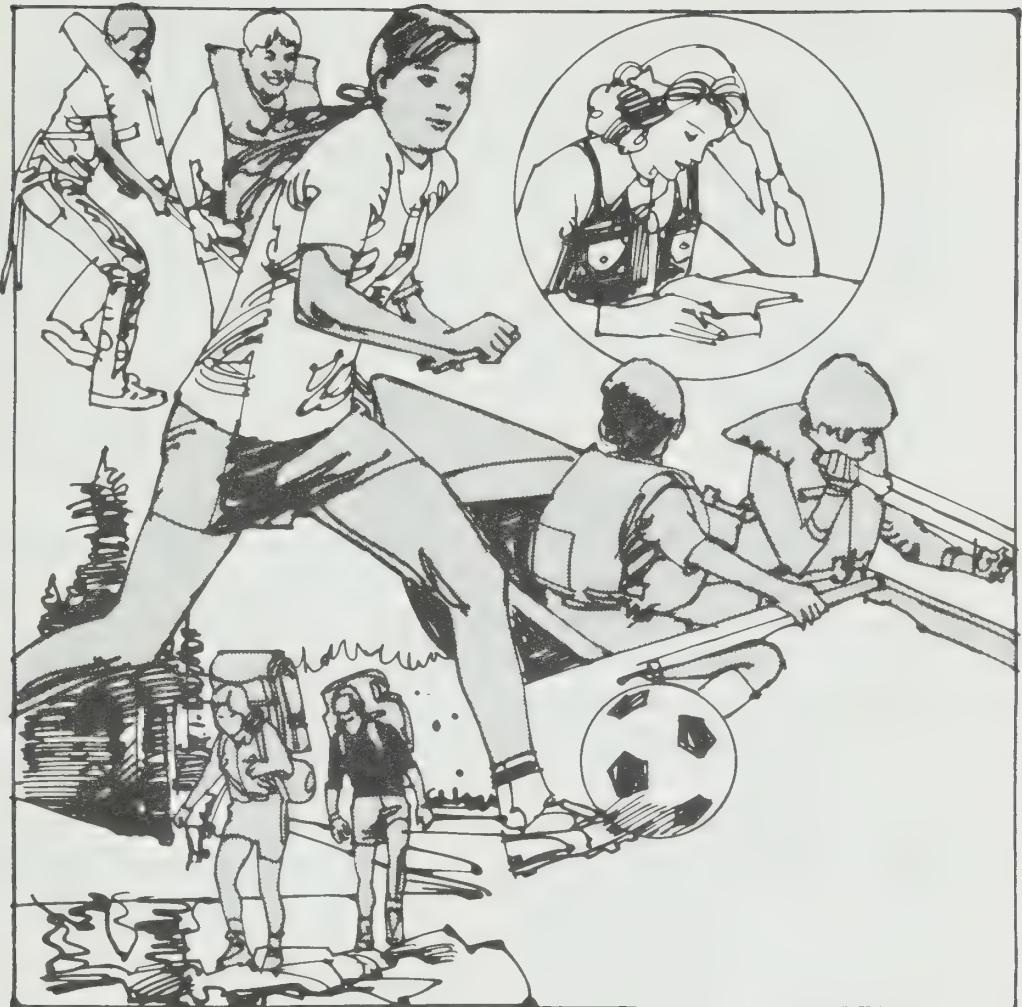
For more information on weather and climate, write to:

**Ontario Region
Atmospheric Environment
Service
Environment Canada
25 St. Clair Avenue East
Toronto, Ontario
M4T 1M2 (416) 966-5624**

Maps of Canada

The Canada Map Office of Energy, Mines and Resources produces a wide variety of topographic and land-use maps. Indexes are available free of charge from commercial dealers, or may be obtained by writing to:

**Canada Map Office
Energy, Mines and Resources
Canada
615 Booth Street
Ottawa, Canada
K1A 0E9 (613) 998-3865**



Youth

Recognizing that young people are the potential leaders of tomorrow, the Government of Canada has created challenging programs to help young Canadians know Canada and Canadians better, as well as knowing themselves.

(See also: Careers in the Government of Canada—Summer Assignments for Students; Work—Creating Jobs).

Student Loans

The Canada Student Loans Program (CSLP) provides loans to needy full-time students, and part-time students, to assist them in meeting the cost of post-secondary studies so that all qualified students may have the opportunity to fulfil their educational potential.

If you receive a full-time loan under this program and complete the proper documents, the federal government will pay the interest on the loan during the time you remain in full-time study and for six months after.

For students who are unemployed due to lack of work or illness, the federal government will pay interest costs on full-time or part-time loans for a maximum of 18 months.

The program is financed by the federal government, but applications are processed by provincial and territorial authorities. For more information write to one of the following addresses:

**Student Awards Branch
Ministry of Colleges
and Universities
Mowat Block, Queen's Park
Toronto, Ontario
M7A 2B4 (416) 965-5241**
toll free 1-800-268-3748

**Canada Student Loans Program
P.O. Box 2090
Postal Station D
Ottawa, Canada
K1P 6C6 (819) 994-1844**

Open House Canada

Open House Canada helps young Canadians discover other parts of their country and get to know their fellow citizens from diverse backgrounds through exchange visits between "twin" groups.

Open House Canada pays travel costs for participants aged 14 to 22, or for those enrolled in post-secondary education, and for accompanying adult escorts. Each group hosts the other in turn, providing accommodation and meals for a minimum five-day stay. A program of educational activities is organized by the hosts to familiarize visitors with the history, government, economic, social and cultural life of the host community.

For more information, write to:

**Open House Canada
Secretary of State Canada
Regional Directorate
Suite 200
25 St. Clair Avenue East
Toronto, Ontario
M4T 1M2 (416) 966-7541**

Katimavik

Would you accept the opportunity to discover Canada, to learn more about yourself, to take on tough physical challenges, to become more aware of your environment?

Katimavik, an Inuit word for "meeting place," is a national youth service funded by the federal government. Its objectives are to serve Canadian communities, to aid in the personal development of its participants, to encourage environmental awareness and to provide opportunities for a greater understanding of our country.

The program runs for nine months and involves groups of 33 young people assigned to three successive projects (one of which is in a francophone environment) in three different provinces where they spend approximately three months each.

Projects are developed in co-operation with local communities and involve such activities as environmental clean-up, trail-cutting, improvement of recreational facilities, aiding the elderly and handicapped, and working with children and youth in day care or recreation centres.

Also available is a three-month military option that involves learning and participating in a program sponsored by the Department of National Defence.

If you are between 17 and 21, single and a Canadian citizen or resident and would like to share in the collective effort of a group of dedicated young Canadians, more information is available from:

Katimavik
Ontario Regional Office
323 Chapel Street
Ottawa, Canada
K1N 7Z2 (613) 238-4525

Travel Bargains

Travelling from Victoria to St. John's could cost less than you think. Fare structures authorized by the Canadian Transport Commission permit the country's airlines and VIA Rail to offer a variety of reduced fares.

The student standby air fare is 50 per cent of the regular fare. Seats cannot be reserved, but the savings may well be worth the time spent waiting. You have to show your student card. Keep in mind also that at some periods of the year even greater discounts are available to the general public.

Since the policy on fare reductions may change from time to time, it's best to check with your nearest airline office, or consult a travel agent.

VIA Rail offers a discount of 15 per cent for group travel involving three to six people, 20 per cent for groups of seven to 29 travellers and 30 per cent for 30 or more.

Airline group discounts are also available. Check with your travel agent or airline office.



Culture and Arts

The arts represent our intellectual wealth and creative imagination, and mirror the many facets of our cultural heritage as can be seen in the works of our visual and performing artists. The federal government, through many programs, encourages the preservation of our multicultural character and the growth and development of artistic and creative skills.

National Policies in Support of the Arts

National programs supporting culture and the arts are designed to give all regions of Canada an equal chance to develop and express themselves. The federal government's arts and culture sector does research on the state of the arts across the country and helps the Department of Communications develop national policies concerning cultural activities, museums and the national heritage.

The sector also promotes co-operation among federal cultural agencies so they may meet common objectives for the private and public sectors. Policies involve promotion of the arts, financial planning for the arts community, and subsidization of the arts.

Cultural Initiatives

The Canadian Film Development Corporation provides funding and marketing services for the production and promotion of Canadian films.

The Cultural Property Export and Import Act makes funds available for designated institutions to purchase cultural property located outside Canada but related to Canada's cultural heritage. Export controls and tax incentives are available for individuals who donate or sell cultural objects to public institutions.

Under the Canadian Book Publishing Development Program, grants are made to Canadian publishers to strengthen them financially and administratively, while enabling them to become a more vigorous cultural force in Canada.

For more information, write to:

**Department of Communications
Ontario Regional Office
9th Floor
55 St. Clair Avenue East
Toronto, Ontario
M4T 1M2 (416) 966-8215**

Assistance for the Arts

The Canada Council is the federal organization responsible for supporting the arts. It encourages and promotes the study, enjoyment and production of works in the arts—music, dance, opera, theatre, the visual arts, media arts, and writing and publishing.

Grants and services are offered in all these fields to professional artists, persons whose work is essential to the professional arts, professional arts organizations and arts support services.

Explorations is a program of the Canada Council designed to assist individuals, groups and organizations, inside or outside the professional arts, with imaginative, well-conceived projects in the broad field of culture.

A variety of awards and prizes is given by the Council. Literary prizes include the Governor General's Literary Awards, Children's Literature Prizes, Translation Prizes, the Canada-Australia Literary Prize, Canada-Belgium Literary Prize, and Canada-Switzerland Literary Prize. Prizes in music include the Virginia P. Moore Award, the Sylva Gelber Foundation Award, the Jules Léger Prize for New Chamber Music, and the Healy Willan Prize. The Jacqueline Lemieux Prize is given in dance. The Council also awards two \$50,000 Molson Prizes annually in the arts, humanities and social sciences, and a \$50,000 Killam Prize in science, engineering, or medicine.

The Canada Council also is responsible for the secretariat for the Canadian Commission for UNESCO (United Nations Educational, Scientific and Cultural Organization).

A range of publications describing the Canada Council's programs and services may be obtained by writing to:

**Communications Services
Canada Council
255 Albert Street
P.O. Box 1047
Ottawa, Canada
K1P 5V8 (613) 237-3400**

or call toll free 1-800-267-8282.

Voluntary Action

Recognizing Canada's multicultural heritage, the federal government provides encouragement and financial assistance through a number of programs that promote the preservation and sharing of our many cultures, and help to bring mutual appreciation and understanding to all Canadians.

These programs support communities in the development of their cultural heritage, help members of all cultural groups to participate fully in Canadian society, and encourage creative encounters among all Canadian cultural groups.

Assistance is also provided to organizations dedicated to improving the status of women, to native citizens and to voluntary organizations, particularly groups of the disabled.

The federal government also helps our two official language groups to contribute to Canadian society in areas where they constitute minorities. Grants are available for projects and activities that meet this objective. Grants and bursaries also help teachers to improve their language skills and help post-secondary students to continue their studies or take a total immersion course in their second official language.

For more information on these and other programs, contact:

**Secretary of State Canada
Ontario Regional Directorate
Suite 200
25 St. Clair Avenue East
Toronto, Ontario
M4T 1M2 (416) 966-7541**

Canadian Broadcasting Corporation (CBC)

The Canadian Broadcasting Corporation is a publicly-owned corporation established in 1936 by an act of the Canadian Parliament to provide the national broadcasting service in Canada. Under this legislation, the CBC is responsible to Parliament, to which it reports each year on its operations through the Minister of Communications.

The CBC provides a balanced service of information and entertainment for people of all ages, interests and tastes. Programming includes news, public affairs, drama, music, sports, documentaries, children's programs and consumer affairs.

CBC national services include English and French television and radio networks, FM stereo radio services in both languages and English and French parliamentary television networks distributed through cable systems. In the Far North, CBC's northern radio and TV services provide network programming, and

special programs in the languages of the Indian and Inuit residents.

CBC also operates Radio-Canada International (RCI), which broadcasts in 11 languages around the world.

Continuing support to Canadian artists and performers is given by CBC through the broadcast of Canadian music, drama and poetry, the commissioning of special works, the sponsorship of talent competitions, and the presentation of Canadian films. It produces a variety of recordings, audiotapes and books from some of its program material.

For additional information, write to:

**English Services Division
Canadian Broadcasting
Corporation
1255 Bay Street
P.O. Box 500, Station A
Toronto, Ontario
M5W 1E6 (416) 925-3311**

or
**Head Office
Canadian Broadcasting
Corporation
1500 Bronson Avenue
P.O. Box 8478
Ottawa, Canada
K1G 3J5 (613) 731-3111
TDD: (613) 733-8868
(Telephone device for the deaf)**

National Film Board (NFB)

The National Film Board was founded in 1939 to inform Canadians about their own country and the world in which they live. The extension of this mandate, to inform the world about Canada, has made the NFB one of Canada's best known cultural ambassadors.

Since its inception, the film board has produced more than 4,000 French and English documentaries, and animated and feature films, which have been seen in every country where film is used. Film board productions have won over 2,000 international awards, including seven Academy Awards. The first Oscar was given in 1941 to *Churchill's Island*. The most recent Oscar was won by the documentary short *If You Love This Planet*, in 1983.

Approximately 200 films are made each year. They cover a wide variety of subjects: portraits of Canadian politicians, artists, historical figures and "personalities," and inquiries into social issues. The NFB headquarters in Montreal is complemented by six regional film production studios.

In addition to commercial distribution through theatres and television broadcasts, prints of NFB films and filmstrips are used extensively by schools, business and community groups.

Films are available to individuals through a system of lending libraries. The NFB also provides photographs and displays to federal government departments through the Canadian Government Photo Centre in Ottawa, which also houses thousands of photographs and slides sold to private publishers and to the general public. The Still Photography Division, also in Ottawa, creates and circulates exhibits of work by Canadian photographers.

There are 30 NFB offices across Canada. For further information consult your local office, or write to:

**Public Affairs
National Film Board
P.O. Box 6100, Station A
Montreal, Quebec
H3C 3H5 (514) 333-3452**

National Museums of Canada

This country's museums have a great deal to tell us about our shared history and the bonds that unite our diverse cultures.

The National Museums of Canada helps museums from coast to coast and has created a network of 24 associate museums (including the four national museums in Ottawa) and 24 national exhibition centres.

The four national museums, situated in Ottawa, are the National Gallery of Canada, the National Museum of Man (including the Canadian War Museum), The National Museum of Natural Sciences, and the National Museum of Science and Technology (including the National Aviation Museum).

In addition Ontario has two associate museums—the Art Gallery of Ontario (Toronto) and the Royal Ontario Museum (Toronto)—and five national exhibition centres—the Thunder Bay National Exhibition Centre, the Timmins Museum, the Rodman Hall Arts Centre (St. Catharines), the Art Gallery of Cobourg, and the Thames Arts Centre (Chatham).

The national museums reach out to all Canadians through travelling exhibitions, loans of artworks and artifacts, and educational activities in a variety of media. The National Museums of Canada also administers a series of national programs, including a fleet of "museumobiles" that take exhibits into rural areas, a computerized network of information on Canadian heritage material, the Canadian Conservation Institute, providing research, advice and skilled care to protect the national heritage, an international program, and technical and financial assistance to hundreds of qualifying institutions across the country.

For additional information, write to:

National Museums of Canada
300 Laurier Avenue West
Ottawa, Canada
K1A 0M8 (613) 993-4285

Public Archives

The Public Archives contains a wealth of information on all aspects of Canadian life and the development of the country from its beginnings. There are also research facilities to make this material available to the public.

Some of the archives' acquisitions include manuscript collections of statesmen and other distinguished citizens, 100,000 volumes on Canada and its history, about a million maps and plans pertaining to the discovery, the exploration, settlement, topography and geology of the country, architectural drawings, eight million still photos, government records, documentary paintings, drawings and printed images relating to people, historical events, places and objects.

For more information, write to:

Public Relations
Public Archives of Canada
395 Wellington Street
Ottawa, Canada
K1A 0N3 (613) 992-9359

National Library

The National Library of Canada is responsible for preserving and promoting the written Canadian heritage. It attempts to collect all publications produced in Canada or on Canadian subjects; it compiles lists of these publications, and lists of libraries that hold them, so that all Canadians can locate and use them. It also provides reference, information and referral services, with special emphasis on Canadian subjects.

An individual who wants to use National Library material outside the building may ask his or her local library to obtain it on interlibrary loan.

The library produces monographs, union lists of monographs or serials, bibliographies, exhibition catalogues, task group reports, survey reports on research collections in Canadian libraries, and promotional material describing the library's services and collections.

For additional information, write to:

**Public Relations Office
National Library of Canada
395 Wellington Street
Ottawa, Canada
K1A 0N4 (613) 995-7973**



Recreation

Recreation in one form or another is an important part of most people's lives. Not only is it fun, but it also serves as an excellent antidote for stress. Whatever your favourite leisure activity, there's a good chance that services offered by the federal government can help make it more enjoyable.

Fitness

The federal government, through Fitness and Amateur Sport, offers a number of services to Canadians. Consultative services are available to national associations that promote a healthier, more beneficial lifestyle for all Canadians through fitness activities. National associations that encourage increased participation in physical recreation and raise the fitness level of Canadians may receive financial assistance.

For business and industry, fitness programs have been developed by Fitness Canada that can be incorporated into the work environment. A manual has been published covering all aspects of organizing and operating employee fitness programs.

There are fitness packages available for professionals and fitness group leaders, and a number of fitness publications are available to individuals as well.

For information on how to order these packages or for more information on services, write to:

**Promotion and Communications
Fitness and Amateur Sport
Canada
365 Laurier Avenue West
Ottawa, Canada
K1A 0X6 (613) 996-4510**

Travelling in Canada

If you are planning to travel in Canada and would like to know more about the area you will be visiting, Tourism Canada can provide you with a wide variety of brochures and maps, as well as information on camping facilities. You may also wish to consult the department of tourism for the province or territory that you plan to visit. For more information, write:

**Travel Information Services
Tourism Canada
235 Queen Street
Ottawa, Canada
K1A 0H6 (613) 992-3334**

Safe Boating

Safety is as important to the recreational boater as it is to the master of a commercial vessel. The Canadian Coast Guard is responsible for marine search and rescue operations on Canada's coastal waters and on the Great Lakes.

Since prevention is better than cure, Transport Canada publishes safe boating literature, including the *Safe Boating Guide* for pleasure craft, the *Manual of Safety and Health for Fishermen* for commercial fishermen, and a series of other safety pamphlets.

Coast Guard personnel give presentations on safe boating practices at boat shows, marinas and coastal communities.

The Coast Guard actively supports the Canadian Marine Rescue Auxiliary (CMRA), a network of 1,500 volunteers who supplement the Coast Guard in marine search and rescue operations and in the promotion of safe boating information.

For further information, contact:

Public Affairs
Transport Canada
Dominion Public Bldg.
Room 216
One Front St. West
Toronto, Ont.
M5J 1A4 (416) 369-3277

Harbour Facilities

The federal government has the responsibility for the upkeep and development of some 2,300 harbours, wharves, jetties and related facilities for the use of fishermen and recreational boaters across Canada. The government also provides financial assistance in certain cases for the development of private marinas and tourist wharves.

For more information, write to:

Small Craft Harbours
Fisheries and Oceans
3050 Harvester Road
Burlington, Ontario
L7N 3J1 (416) 637-4569

Tide Tables

The Canadian Hydrographic Service issues annual tide tables

for fishermen and mariners operating in Canadian tidal waters. The service also produces current tables showing the times and rates of maximum flow of water each day for specific areas. It also issues water level data for the Great Lakes system and other major water systems across Canada.

For more information, contact:

Ocean Science and Surveys
Fisheries and Oceans
Canada Centre for
Inland Waters
P.O. Box 5050
Burlington, Ontario
L7R 4A6 (416) 637-4632

Nautical Charts

If your leisure hours are spent on the water, you may be interested in obtaining a catalogue of nautical charts of Canada's coastal waters, adjacent oceans and inland water routes. This is available free from:

Hydrographic Chart
Distribution Office
Fisheries and Oceans
P.O. Box 8080
1675 Russell Road
Ottawa, Canada
K1G 3H6 (613) 998-4931

Aeronautical Charts

Of interest to the aviation community, aeronautical charts are available for sale at most airports in Canada or by writing to:

Canada Map Office
Energy, Mines and Resources
Canada
615 Booth Street
Ottawa, Canada
K1A 0E9 (613) 998-3865

Aerial Photographs

Would you like to have a reasonably priced aerial photograph of some specific feature such as a lake, landmark, house or the area in which you live? If so, mark the area of interest on a map, indicate the specific feature that should be visible in the photograph and send it to:

National Air Photo Library
Energy, Mines and Resources
Canada
615 Booth Street
Ottawa, Canada
K1A 0E9 (613) 995-4560

Canada's National Parks

Parks Canada, a division of Environment Canada, is responsible for the establishment and maintenance of Canada's network of national parks, historic parks and heritage canals. National Parks in Ontario are Point Pelee, Pukaskwa, Georgian Bay Islands and St. Lawrence Islands.

There are 29 national parks in Canada from Terra Nova on the east coast of Newfoundland to

Pacific Rim on the west coast of Vancouver Island, from Point Pelee on the most southerly tip of mainland Canada to Auyuit-tuq on Baffin Island inside the Arctic Circle. There are more than 70 major national historic parks and about 900 plaques commemorating persons, places and events of national historic importance. There are also nine heritage canals.

Canada's heritage canals have many recreational uses, but they still serve their original purpose of opening important inland routes to navigation. Parks Canada's canals open the lock-gates to thousands of kilometres of navigable waterways and provide cruising opportunities unrivalled anywhere in the world for their beauty and variety.

Ontario's heritage canals include the Rideau Canal system from Ottawa to Kingston, the Trent-Severn Waterway, the Murray Canal from the Bay of Quinte to Lake Ontario and the Sault Ste. Marie Canal from Lake Superior to Lake Huron.

Pamphlets are available on all national parks and national historic parks and sites and canals. These indicate the names and locations of the parks and provide information on activities and facilities available. Write to:

Parks Canada
132 Second Street East
Cornwall, Ontario
K6H 5V4 (613) 933-7951



Canadians Abroad

Whether you are travelling for pleasure or on business, the federal government attempts to ensure that your trip goes as smoothly as possible. A booklet "*Bon Voyage But...*" provides valuable tips on a variety of subjects important to travellers. It is available from passport offices. The government also encourages Canadian participation in development programs abroad.

Passports

Most countries require visitors to carry passports. To obtain yours, you must fill out an application form, available free of charge from passport offices, post offices and travel agencies. If you were born in Canada, you must submit your birth certificate or citizenship certificate. If you were born outside Canada, you must submit a certificate of Canadian citizenship. You must attach two photographs of yourself and a certified cheque or money order for the required amount. An eligible guarantor must certify one of your photographs and complete his declaration on the application form. Your application may be sent by mail to:

**Regional Passport Office
External Affairs Canada
Suite 1006
Union Gas Building
20 Hughson Street South
Hamilton, Ontario
L8N 2A1 (416) 523-2303**

**Regional Passport Office
External Affairs Canada
Suite 1012
Royal Trust Tower
Toronto-Dominion Centre
Toronto, Ontario
M5H 3L7 (416) 369-3250**

**Regional Passport Office
External Affairs Canada
Government of Canada Building
1st Floor
4900 Yonge Street
Willowdale, Ontario
M2N 6A6 (416) 369-3251**

**Passport Office
External Affairs Canada
Lester B. Pearson Building
125 Sussex Drive
Ottawa, Canada
K1A 0G3 (613) 994-3500**

Because of the number of applications received, it is wise to apply at least three weeks in advance of your proposed trip. Your passport is valid for five years and is not renewable. You must re-apply when the five-year period expires.

Customs

Before leaving Canada, you should pick up the booklet, *I Declare*. It will brief you on what you should know, when returning from abroad, to make your Canadian Customs clearance formalities as easy as possible.

All customs offices, most travel agents, and international airports, have copies of the booklet or you may write to:

**Public Relations Branch
Revenue Canada
Customs and Excise
66 Slater Street, 9th Floor
Ottawa, Canada
K1A 0L5 (613) 993-6220**

or consult your telephone directory for the office nearest you.

Immunization

Depending on the country you intend to visit, you may be required to be immunized against certain diseases. Health and Welfare Canada has a brochure, *A Guide For International Travellers*. It lists required and recommended immunization for different countries.

As immunization requirements change periodically, it is advisable to contact your nearest health unit for possible changes.

Warm Climates

If you are travelling to a warm climate, you may be interested in obtaining a pamphlet, *Staying Healthy in Warm Climates*. It includes information on immunization protection, heat disorders and insect-borne diseases and contains a list of fluids and foods that should be avoided. For publications on immunization and warm climates, write to:

**Medical Services Branch
Health and Welfare Canada
Jeanne-Mance Building
Tunney's Pasture
Ottawa, Canada
K1A 0L3 (613) 995-3561**

Assistance to Canadians Abroad

If you're in a foreign country and you find yourself in need of assistance due to illness, accident, theft of your money or

some other misfortune, don't hesitate to request help from the nearest Canadian diplomatic or consular office. The office will also help you contact a doctor, hospital, lawyer or family back home if necessary. A word of warning: our government representatives cannot intervene in any country's legal proceedings in which you may be involved.

If you plan to reside in or visit a country for an extended period, it is recommended that you register at the Canadian diplomatic or consular post by visiting or writing the post after your arrival. This is particularly important if you are planning to visit or stay in a region in which political conditions are unsettled.

If you should find yourself in an area where there are civil disturbances or natural disasters, contact the nearest Canadian post immediately.

There are more than 100 Canadian embassies and consulates around the world to serve you.

Airports

If you're going abroad, you'll probably pass through one of Canada's major federal government-operated international airports.

The government provides numerous safety-oriented services: air traffic control, airport security and maintenance, aircraft inspections, training stand-

ards for pilots, telecommunications and meteorological services.

In co-operation with other nations, the Canadian government ensures that international aviation standards are upheld.

For more information, write to:

Public Affairs
Transport Canada
21st Floor, Tower C
Place de Ville
Ottawa, Canada
K1A 0N5 (613) 996-5861

Serving Overseas

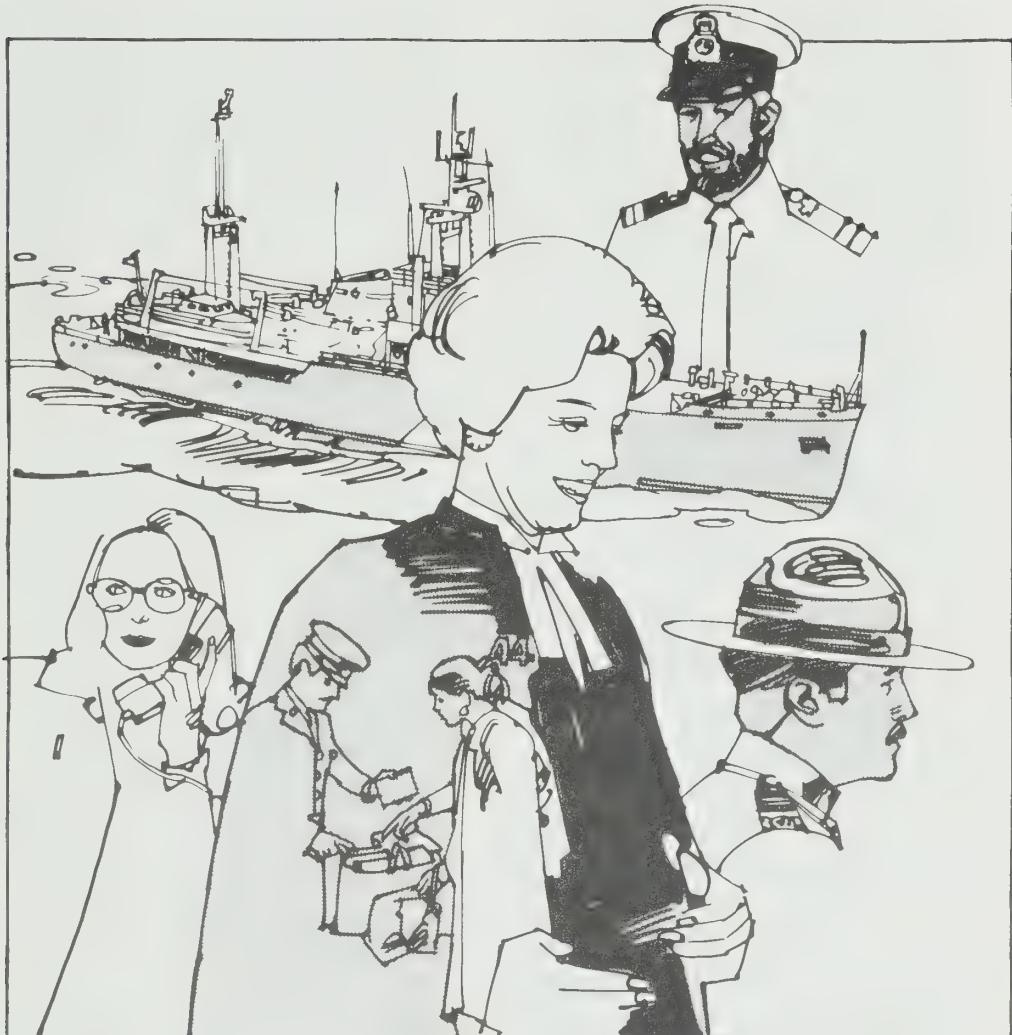
Service in a developing country may prove to be one of the most satisfying and challenging experiences of a lifetime.

Each year about 300 Canadians with special skills are recruited by the Canadian International Development Agency (CIDA) or by Canadian firms under contract to CIDA, to carry out Canada's programs of co-operation with countries around the world. CIDA also helps the United Nations, and other international agencies to find qualified Canadians for their technical assistance missions.

Candidates should be Canadian citizens with sound professional training and at least five years of experience in a particular field. Specialists are needed in such areas as agriculture, banking, co-operatives, fisheries, forestry, economics, financial management, railways, health, rural and social development and many other fields.

If you would like to receive more specific information on this program, write to:

Human Resources Directorate
Canadian International
Development Agency
11th Floor, Place du Centre
200 Promenade du Portage
Hull, Quebec
K1A 0G4 (819) 997-2482



Careers in the Government of Canada

To provide all of the services mentioned in this guide, the federal government must be able to rely on qualified personnel.

Public Service Commission (PSC)

You don't have to live in the National Capital Region to work in the federal public service. Canada's public servants are located in every major city across the country and in most of the smaller communities. Financial administrators, truck drivers, nurses, lawyers, data processing experts, gardeners, auditors, clerical workers, engineers, lab technicians, can put their talents to work for the federal government's programs and policies.

Job information and application forms are available at Canada Employment Centres and offices of the PSC. Application forms are also obtainable at most post offices. Applications are retained in an inventory and considered when vacancies occur. When appropriate, jobs are advertised in daily newspapers or professional publications. Also available at Canada Employment Centres, major libraries and educational institutions across Canada, and at all offices of the PSC are audio cassettes and braille summary texts, which make public service career information accessible to visually impaired persons.

Universities and community colleges also carry PSC career material. Students about to receive a degree or diploma should contact a PSC placement officer for

brochures. Recruitment of graduating university students is conducted each fall through competitions. Additional information is available at any PSC office in Canada, or write to:

Public Service Commission of Canada

**Ontario Regional Office
Suite 1100
180 Dundas Street West
Toronto, Ontario
M5C 2A8 (416) 369-3122**

Public Service Commission of Canada

**300 Laurier Avenue West
Ottawa, Canada
K1A 0M7 (613) 996-5010**

Foreign Service

As a respected member of the world community, Canada engages in a broad range of international activities. These include diplomatic relations, trade activities, immigration services and the administration of cultural and information programs about Canada.

External Affairs Foreign Service Officers are usually recruited through an annual competition, co-ordinated by the PSC, which involves a written examination held in the fall at centres located across Canada.

Candidates must be Canadian citizens, have a university education and an understanding of the

Canadian environment and outlook, be able to project a favourable image of Canada, be willing to accept rotational assignments anywhere in the world and know or be willing to learn Canada's other official language.

Those wishing to be considered for a career in Canada's Foreign Service should visit the university placement office or nearest office of the PSC, in early September, to obtain the special booklet and application form. Competitions close in mid-October.

For general information on the Foreign Service, write to:

**Foreign Service Officer
Recruitment**
**Public Service Commission
of Canada**
O.S.S.D., 15th floor
300 Laurier Avenue West
Ottawa, Canada
K1A 0M7 (613) 992-4518

Summer Assignments for Students

The Career-Oriented Summer Employment Program (COSEP), administered by Canada Employment and Immigration, arranges challenging summer assignments for students every year. Full-time students at a university, community college or technical institute, continuing studies in the fall, are eligible for this program.

These summer jobs provide students with an opportunity to take a look at career possibilities that may be open after graduation and, equally important, for potential employers in the federal government with the opportunity for work assessment.

Summer jobs are related to a variety of disciplines, particularly in the pure and applied sciences. COSEP assignments are available in many of the 70 federal departments and agencies.

For more information on COSEP, contact the nearest Canada Employment Centre.

Canadian Armed Forces

The Canadian Armed Forces is a modern, highly mobile, unified force that provides many opportunities for young Canadians to learn specialized skills and apply them wherever they are needed in Canada or abroad, to achieve higher levels of skill in a specialized trade, to have access to advancement and increases in pay, and to accept additional responsibilities.

To be eligible, you must be at least 17 years of age, meet certain educational requirements, be a Canadian citizen, meet the Armed Forces medical standards and pass the Canadian Forces selection tests.

The Canadian Forces offer the following entry plans:

- Trades training—military and trades training in more than 60 trades;
- Subsidized technical marine training through the Marine Engineering Technician Training Plan (METTP) at Saint Lawrence College in Cornwall, Ontario and Programme de formation de techniciens de marine (Genie) at Institut de marine du CEGEP de Rimouski at Rimouski, Quebec;
- Officer Candidate Training Plan (OCTP)—officer and military training for an operational career specialty;
- Regular Officer Training Plan (ROTP)—subsidized university education at Canadian military colleges and civilian universities;
- Medical Officer Training Plan (MOTP)—up to 45 months subsidy at a medical school, including internship;
- Dental Officer Training Plan (DOTP)—up to 45 months subsidy at a dental college;
- Direct Entry Officer (DEO)—an entry plan for a graduate of a university, institute of technology, community college or a registered nurse.

For more information on opportunities in the Canadian Armed Forces, visit your nearest Canadian Forces Recruiting Centre, listed in the yellow pages under "Recruiting," or write to:

Director

Recruiting and Selection

**National Defence Headquarters
Ottawa, Canada**

K1A 0K2 (613) 992-4311

Transport Canada

Through its air and marine administrations, Transport Canada offers a wide variety of career opportunities for men and women.

High school graduates can become radio operators, electronics technicians, marine traffic regulators, air traffic controllers or ship's crew members. Training in most of these fields is given at the Transport Canada Training Institute in Cornwall, Ontario.

At its college in Sydney, Nova Scotia, the Canadian Coast Guard also provides training for high school graduates. Upon completing the three-year course, cadets graduate as navigation officers or marine engineers. They serve on Coast Guard ships, carrying out such duties as search and rescue, ice-breaking, maintaining aids to navigation or cleaning up oil spills.

Technical school graduates may pursue challenging careers as electronic or engineering technicians, while university engineering graduates will find many opportunities to use their skills.

For more information, contact:

**Public Affairs
Transport Canada
21st Floor, Tower C
Place de Ville
Ottawa, Canada
K1A 0N5 (613) 996-5861**

High school graduates who wish to apply for training as Coast Guard navigation or engineering officers should contact:

**Canadian Coast Guard College
P.O. Box 3000
Sydney, Nova Scotia
B1P 6L1 (902) 562-8550**

Royal Canadian Mounted Police

Narcotics control, the battle against organized crime, and investigation of commercial crime offer an exciting and rewarding career in law enforcement with the Royal Canadian Mounted Police.

To become a regular member constable in the Royal Canadian Mounted Police the following are required:

- Canadian citizenship
- 19 years of age (application may be made at age 18 but you will not be eligible for engagement until your 19th birthday)
- physically and medically fit
- minimum successful completion of a secondary school education program

- valid Canadian licence to operate a motor vehicle and more than a minimal degree of driving proficiency
- good character
- proficient in either official language.

For additional information or an application form, contact your nearest RCMP detachment or write to:

**Commanding Officer
A Division
Royal Canadian Mounted Police
Chomley Building
400 Cooper Street
Ottawa, Canada
K1A 0R4 (613) 993-7336**

Government of Canada Publications

Federal government departments and agencies produce a wide variety of publications dealing with a host of subjects. Many of these are offered for sale by the Canadian Government Publishing Centre.

The centre can also supply lists of publications available by subject matter. For more information, write to:

Publicity and Promotion
Canadian Government
Publishing Centre
Supply and Services Canada
Ottawa, Canada
K1A 0S9

Information Services of the Government of Canada

Following is a list of information services of the Government of Canada. For additional information on a particular subject, write to the appropriate department or agency.

**Communications Branch
Agriculture Canada
Sir John Carling Building
930 Carling Avenue
Ottawa, Canada
K1A 0C7 (613) 995-8963**

**Public Affairs
Air Canada
1 Place Ville-Marie
Montreal, Quebec
H3B 3P7 (514) 874-8892**

**Office of Public Information
Atomic Energy Control Board
P.O. Box 1046
Ottawa, Canada
K1P 5S9 (613) 995-5894**

**Public Affairs
Atomic Energy of Canada
20th Floor
275 Slater Street
Ottawa, Canada
K1A 0S4 (613) 237-3270**

**Communications Services
Canada Council
255 Albert Street
Ottawa, Canada
K1P 5V8 (613) 237-3400**

**Information Services
Canada Institute for Scientific
and Technical Information
National Research Council
of Canada
Building M-55
Montreal Road
Ottawa, Canada
K1A 0S2 (613) 993-1600**

**Information and
Communications Centre
Canada Mortgage and Housing
Corporation
LaSalle Academy
2nd Floor, Annexe E
Sussex Drive
Ottawa, Canada
K1A 0P7 (613) 748-2610**

**Corporate Communications
Canada Post Corporation
Sir Alexander Campbell
Building
Confederation Heights
Ottawa, Canada
K1A 0B1 (613) 995-4302**

**Information Services
Canadian Dairy Commission
2197 Riverside Drive
Ottawa, Canada
K1A 0Z2 (613) 998-9490**

**Information and Public
Relations
Canadian Film Development
Corporation
Suite 2220
Stock Exchange Tower
P.O. Box 71
Montreal, Quebec
H4Z 1A8 (514) 283-6363**

Communications
Tourism Canada
4th Floor East
235 Queen Street
Ottawa, Canada
K1A 0H6 (613) 995-0011

Public Programs Branch
Canadian Human Rights
Commission
400-90 Sparks Street
Ottawa, Canada
K1A 1E1 (613) 995-1151
Visual Ear: (613) 996-5211

Public Affairs Branch
Canadian International
Development Agency
200 Promenade du Portage
Hull, Quebec
K1A 0G4 (819) 997-6100

Public Affairs
Canadian National Railways
P.O. Box 8100
Montreal, Quebec
H3C 3N4 (514) 877-0212

Canadian Patents and
Development Limited
275 Slater Street
Ottawa, Canada
K1A 0R3 (613) 996-5736

Canadian Pension Commission
Veterans Affairs Building
284 Wellington Street
Ottawa, Canada
K1A 0P4 (613) 995-8608

Information Services
Canadian Radio-Television and
Telecommunications
Commission
Ottawa, Canada
K1A 0N2 (613) 997-0313

Information Services
Canadian Transport
Commission
Ottawa, Canada
K1A 0N9 (819) 997-0344

Information Branch
Commissioner of Official
Languages
20th Floor
66 Slater Street
Ottawa, Canada
K1A 0T8 (613) 995-7717

Information Services
Department of Communications
Journal Tower North
300 Slater Street
Ottawa, Canada
K1A 0C8 (613) 995-1323

Communications Services
Consumer and Corporate Affairs
Canada
Place du Portage, Tower 1
50 Victoria Street
Hull, Quebec
K1A 0C9 (819) 997-3146

Public Information
Communications Branch
Correctional Service of Canada
Sir Wilfrid Laurier Building
340 Laurier Avenue West
Ottawa, Canada
K1A 0R1 (613) 993-7501

Marketing Services
Crown Assets Disposal
Corporation
450 Rideau Street
P.O. Box 8451
Ottawa, Canada
K1G 3J8 (613) 994-0074

**Communications Section
Economic Council of Canada**
Tower A
333 River Road
P.O. Box 527, Station B
Vanier, Ontario
K1P 5V6 (613) 993-1067

**Information and Education
Emergency Planning Canada**
Lester B. Pearson Building
3rd Floor, Tower B
125 Sussex Drive
Ottawa, Canada
K1A 0W6 (613) 992-3322

**Public Affairs
Employment and Immigration
Canada**
Ottawa, Canada
K1A 0J9 (613) 994-6313

**Communications Branch
Energy, Mines and Resources
Canada**
580 Booth Street
Ottawa, Canada
K1A 0E4 (613) 995-3065

**Information Directorate
Environment Canada**
Ottawa, Canada
K1A 0H3 (819) 997-2800

**Corporate Communications
Department
Export Development
Corporation**
P.O. Box 655
Ottawa, Canada
K1P 5T9 (613) 237-2570

Enquiries
External Affairs Canada
Lester B. Pearson Building
125 Sussex Drive
Ottawa, Canada
K1A 0G2 (613) 996-9134

Communications
**Farm Credit Corporation
Canada**
P.O. Box 2314, Station D
Ottawa, Canada
K1P 6J9 (613) 996-6606

Public Affairs
**Federal Business Development
Bank**
901 Victoria Square
Montreal, Quebec
H2Z 1R1 (514) 283-3371

Information Division
Finance Canada
26th Floor North
Place Bell Canada
160 Elgin Street
Ottawa, Canada
K1A 0G5 (613) 992-1573

**Communications Directorate
Fisheries and Oceans**
7th Floor West
240 Sparks Street
Ottawa, Canada
K1A 0E6 (613) 995-2041

**Promotion and Communication
Fitness and Amateur Sport**
365 Laurier Avenue West
Ottawa, Canada
K1A 0X6 (613) 996-4510

**Press Secretary to the Governor
General**
Government House
Ottawa, Canada
K1A 0A1 (613) 993-9530

Information Services
Harbours Board Canada
Tower A, Place de Ville
320 Queen Street
Ottawa, Canada
K1A 0N6 (613) 996-6400

Public Affairs
Health and Welfare Canada
Brooke Claxton Building
Tunney's Pasture
Ottawa, Canada
K1A 0K9 (613) 996-4950

Communications Branch
Indian and Northern Affairs
Canada
Ottawa, Canada
K1A 0H4 (819) 997-9885

Communications Branch
Indian and Inuit Affairs and
Corporate Policy
Indian and Northern Affairs
Canada
Ottawa, Canada
K1A 0H4 (819) 997-0060

Communications Branch
Northern Affairs and Native
Claims
Indian and Northern Affairs
Canada
Ottawa, Canada
K1A 0H4
Northern Affairs:
(819) 997-0011
Office of Native Claims:
(819) 994-1200

Communications
Department of Regional
Industrial Expansion
235 Queen Street
Ottawa, Canada
K1A 0H5 (613) 995-8900

Communications and Public
Relations
Justice Canada
Justice Building
Ottawa, Canada
K1A 0H8 (613) 995-2569

Communications Directorate
Labour Canada
Ottawa, Canada
K1A 0J2 (819) 997-2617

Information and Reference
Branch
Library of Parliament
Parliament Buildings
Ottawa, Canada
K1A 0A9 (613) 992-0435

Information Directorate
Metric Commission Canada
255 Argyle Avenue
Ottawa, Canada
K1A 0C9 (613) 996-4000

Public Affairs
National Capital Commission
161 Laurier Avenue West
Ottawa, Canada
K1P 6J6 (613) 992-4231

Information Services
National Defence
101 Colonel By Drive
Ottawa, Canada
K1A 0K2 (613) 996-2353

Information Services
National Energy Board
Trebla Building
473 Albert Street
Ottawa, Canada
K1A 0E5 (613) 996-3344

Information Services
National Farm Products
Marketing Council
300 Sparks Street
Ottawa, Canada
K1R 7S3 (613) 995-2267

Public Relations Branch
National Film Board of Canada
P.O. Box 6100
Montreal, Quebec
H3C 3H5 (514) 333-3452

Information Services
National Gallery of Canada
Elgin and Slater Streets
Ottawa, Canada
K1A 0M8 (613) 992-4636

Public Relations
National Library of Canada
395 Wellington Street
Ottawa, Canada
K1A 0N4 (613) 995-7973

Information Services
National Museums of Canada
21st Floor
L'Esplanade Laurier
Ottawa, Canada
K1A 0M8 (613) 993-4285

Communications Division
National Parole Board of
Canada
Sir Wilfrid Laurier Building
340 Laurier Avenue West
Ottawa, Canada
K1A 0R1 (613) 992-2818

Public Information Branch
National Research Council of
Canada
Montreal Road
Ottawa, Canada
K1A 0R6 (613) 993-9101

Information Division
Parks Canada
Ottawa, Canada
K1A 1G2 (819) 997-2800

Information Services
Prairie Farm Rehabilitation
Administration
Head Office
1901 Victoria Avenue
Regina, Saskatchewan
S4P 0R5 (306) 359-5088

Public Relations
Public Archives of Canada
395 Wellington Street
Ottawa, Canada
K1A 0N3 (613) 992-9359

Public Affairs Directorate
Public Service Commission of
Canada
300 Laurier Avenue West
Ottawa, Canada
K1A 0M7 (613) 993-7691

Information and Public
Relations
Public Works Canada
Sir Charles Tupper Building
Confederation Heights
Riverside Drive
Ottawa, Canada
K1A 0M2 (613) 998-9560

Information Services Branch
Revenue Canada Taxation
123 Slater Street
Ottawa, Canada
K1A 0L8 (613) 995-2961

Public Relations
Royal Canadian Mint
6th Floor, Tower B
Place Vanier
355 River Road
Vanier, Ontario
K1A 0G8 (613) 993-0310

Public Relations Branch
Royal Canadian Mounted Police
1200 Alta Vista Drive
Ottawa, Canada
K1A 0R2 (613) 993-1085

**Communications Services
Division**
Ministry of State
Science and Technology Canada
Martel Building
270 Albert Street
Ottawa, Canada
K1A 1A1 (613) 995-3093

Public Affairs
Science Council of Canada
100 Metcalfe Street
Ottawa, Canada
K1P 5M1 (613) 995-6954

Communications Branch
Secretary of State Canada
Ottawa, Canada
K1A 0M5 (819) 997-0055

Public Relations
Small Business Secretariat
**Department of Regional and
Industrial Expansion**
235 Queen Street
Ottawa, Canada
K1A 0H5 (613) 995-9197

Communications Division
Solicitor General of Canada
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